

# Catersource + The Special Event™

## How to Poka-Yoke (ポカヨケ), "Mistake Proofing" Packing for Off Premise Events!

February 25, 2025  
Ft. Lauderdale, FL

**Roy Porter**  
Activities Director  
Engage Works



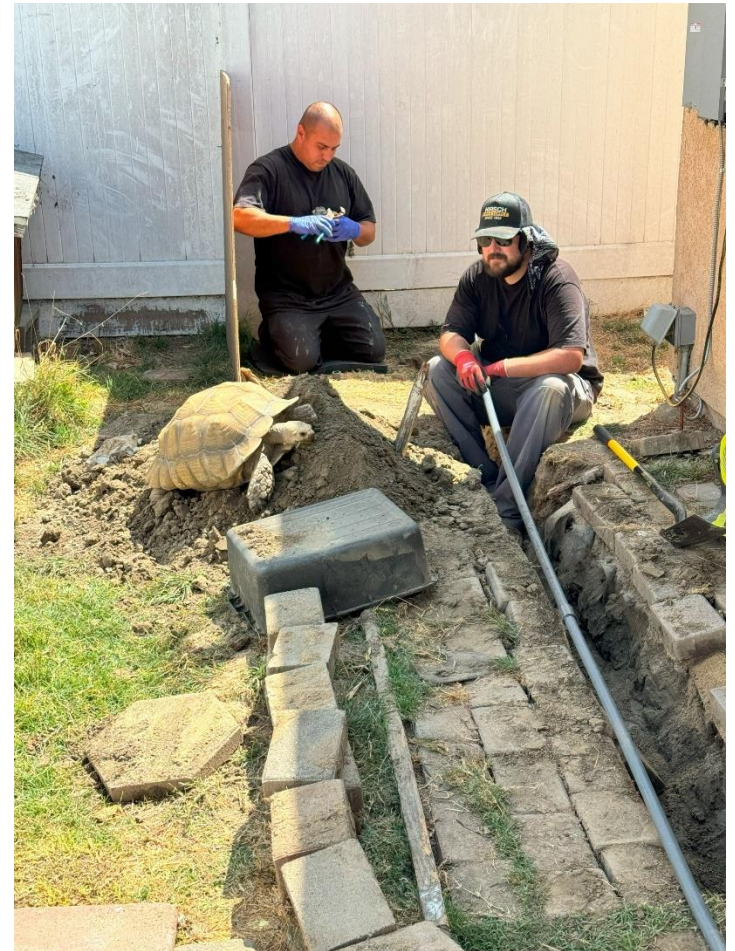




Nevada Recuperating!

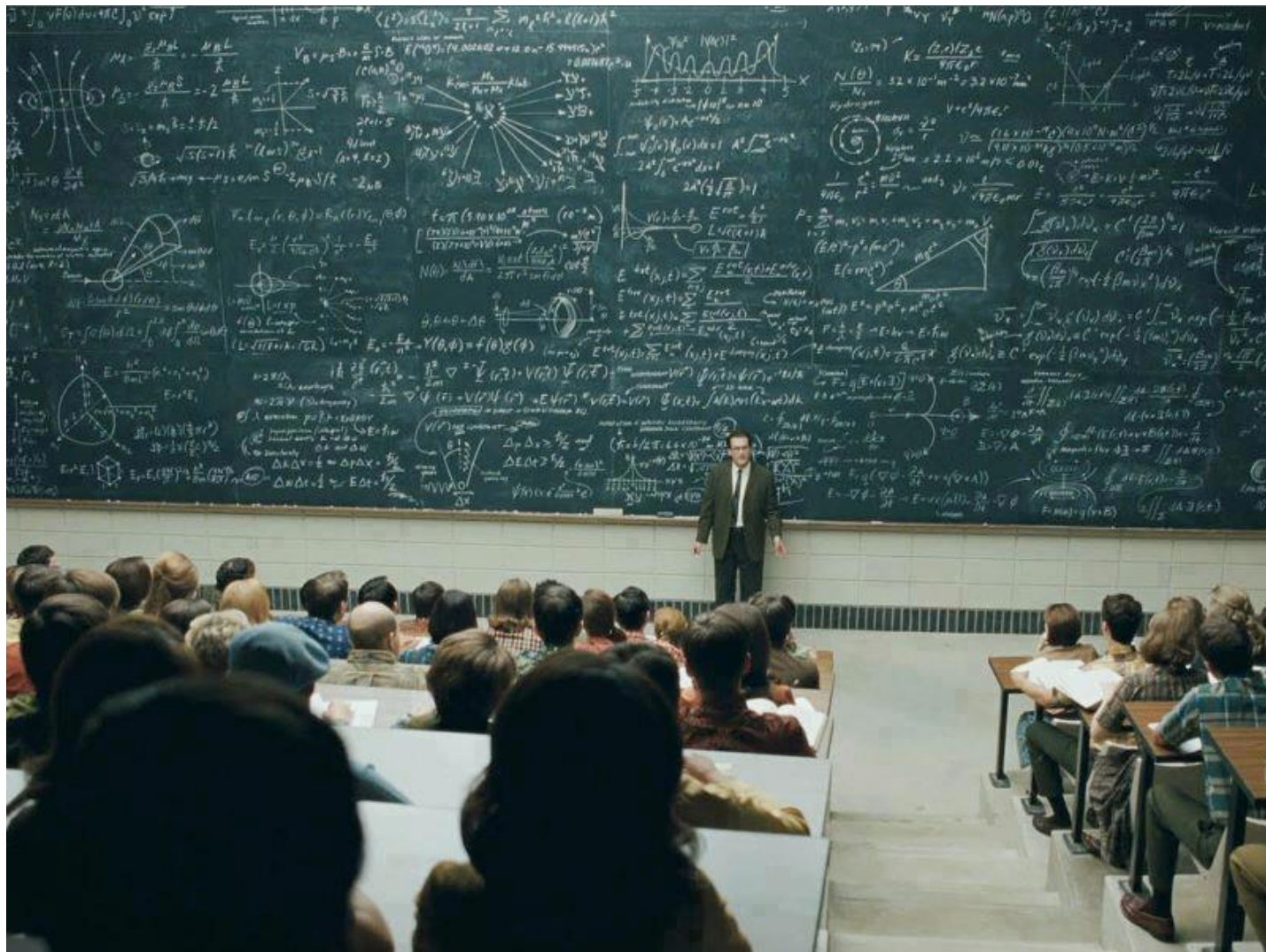


Nevada Promoted to Base Mascot JFTB Los Alamitos



Amelia is Inspecting!





Relax Review Notes; Email: [tablewizard1@gmail.com](mailto:tablewizard1@gmail.com)

Cell Phone 562-595-2801



**Page from Greg Hicks Play Book**



**Tired of Playing Marco Polo and Easter Egg Hunts at Events...**





**Client and other demands...**



On a scale of 1 to 10, my stress level  
is at "Everybody DUCK!!!!!"



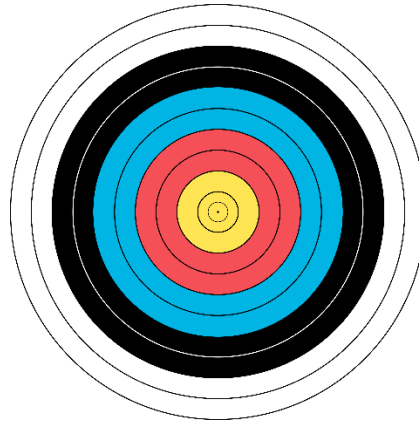
**Stress... The Whining**



**Finger Pointing... Who?**



# ***Session Goals!***



**Exposure,  
Inspire,  
Thinking,  
Suggestions,  
Alternatives**

## **One size does not fit all...**

**Get your staff thinking!  
Fine Tune - Adapt**

# Summary:

- + Processes

- + Standard Operating Procedures

- + People that give a Damn!**



**Goal 1: Zero Missing & Defective  
Items at Events!**

**“0”**

**Goal 2: Consistency!**

危机

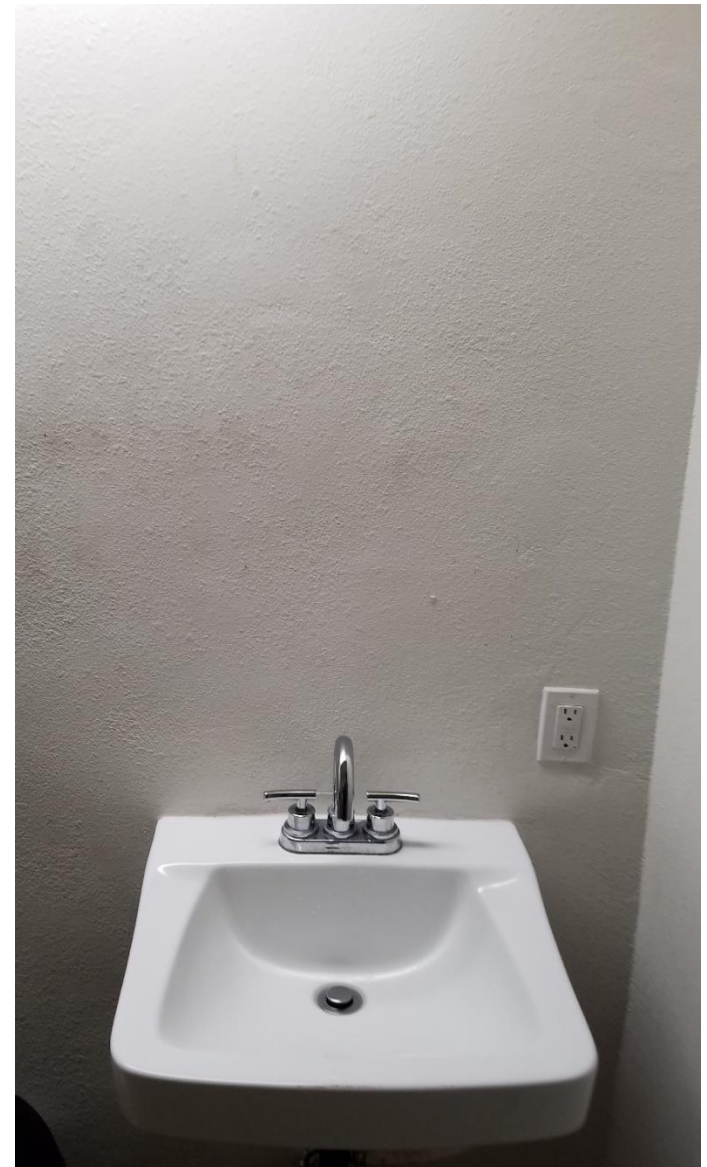
**Crisis and Opportunity!**





# Leadership...

**Starts in the restroom!**  
**Respect**



“Culture eats strategy for breakfast”  
- Peter Drucker



**What you allow - you encourage!**

**How we do one thing - reflects how we do everything!**



**Seconds turn to minutes.**

**Minutes = Hours**

**Multiple Event Staff are Idle**

**> Lean: “2 steps or 2 seconds = \$2.00”**





15+ Staff Waiting to  
unload the truck...





20 staff at \$40.00/Hr. = \$800.00

\$800.00 / 60 Mins = \$13.33/Minute





## Compounding....



20 staff at \$40.00/Hr. = **\$800.00**

\$800.00 / 60 Mins = **\$13.33/Minute**

1 Hr. / Week \$800.00

\$800.00 X 52 Weeks = **\$41,600.00**

**More Competitive!**

**More Profitable!**



## ***Nine Wastes***

“DOWNTIME+”

D |

D

Defects

O

Overproduction

W

Waiting

N

Non-Utilized Talent

T

Transportation

I

Inventory

M

Motion

E

Extra-Processing

+

Communication



改

= KAI =

善

= ZEN = G  
(FOR TH

改善

= KAIZE

= CO

**Kaizen =  
Continuous  
Improvement**



***First Step...***





“A great film is made on paper first”  
–Alfred Hitchcock



## *Murphy's law...*

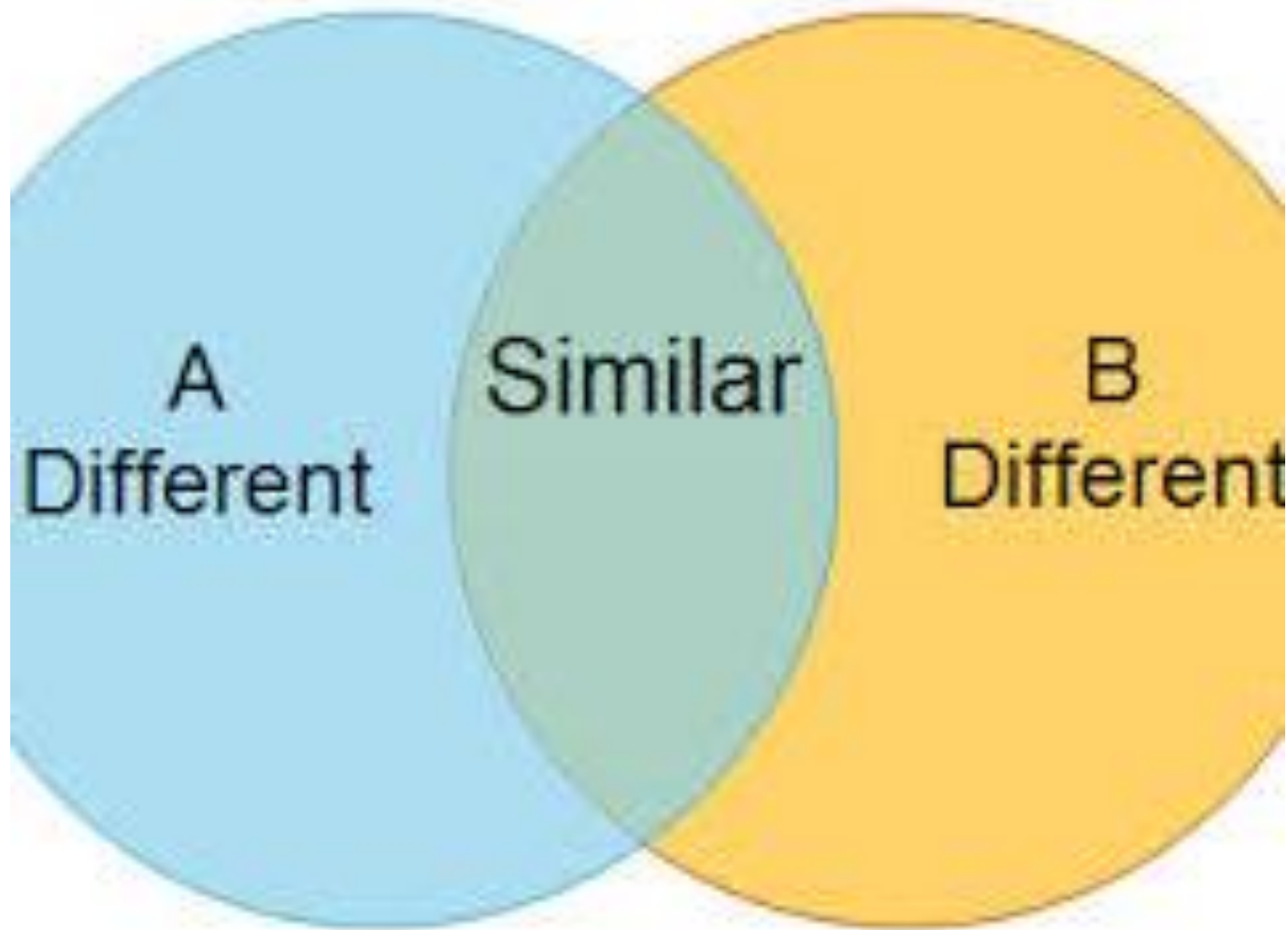
Murphy's Equation by Joel Pel

©2007 HowStuffWorks

$$P_M = -K_M \left( e^{-\frac{I^*C^*U + F}{F_M}} - 1 \right)$$

**If it can go wrong, it will...**

**It's not what happened,  
it's how you react to what happened!**



**Packing Affects Many Aspects Of An Event!**



**On Site Event Staff...**



**Warehouse Packing Crew?**





**Executive Chef?**



**Planner: In House or Outside?**



**Salesperson?**



**The Client?**



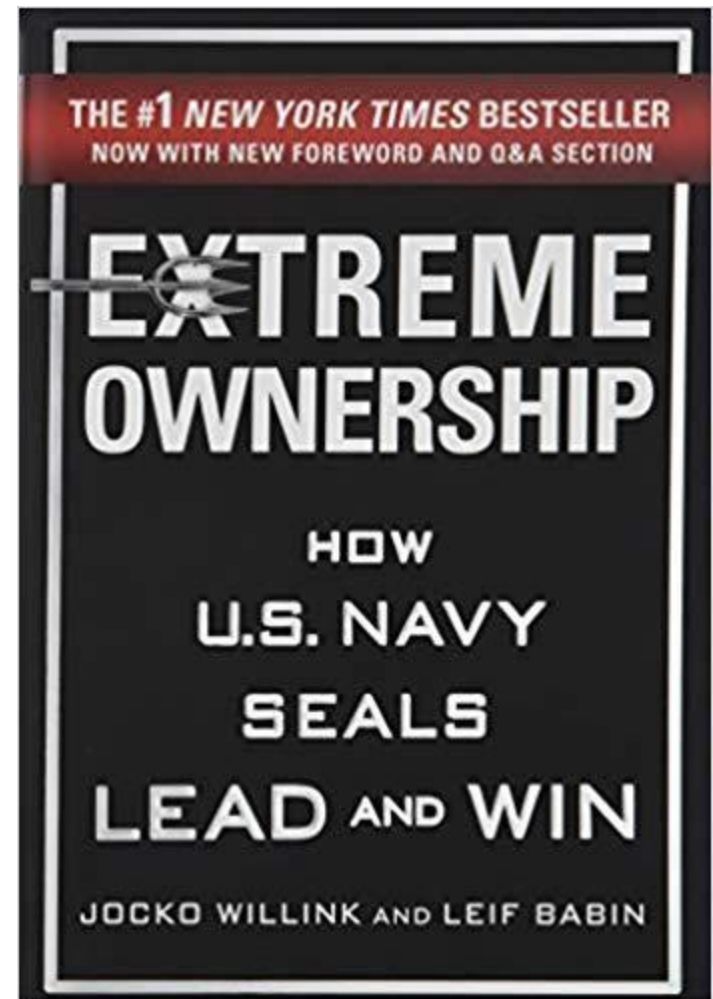


**The Owner... Counting Cambro Beverage Transports**

**Step 2,**



**BlaME**



**Required Reading**

**Take Responsibility = “Mesponsibility”**

**Pull List**

**Vs.**

**Packing (Build) List**

**Attitude > Words = Actions!**



**Adjust “Elevate” Your Comfort Zone**

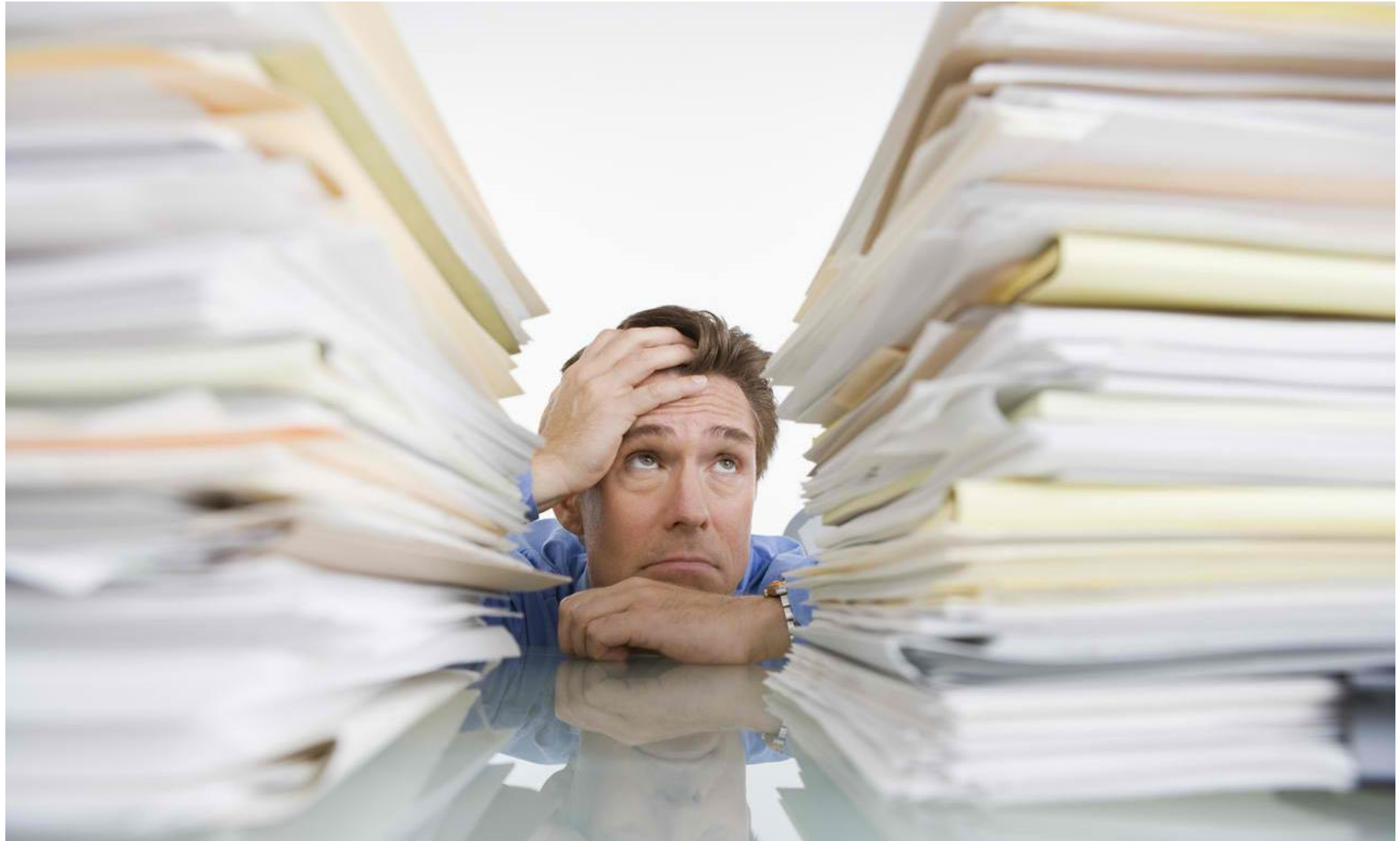
**No NETMA Badges**



**How do you eat an elephant?**



**One bite at a time.**



**Paperwork...**



**DATE:** 10/19/2024

**FSSD / BUFF / RECEPT / FSD**

**SET UP (BOLD/X = Every Event)**

**TABLES 2 TABLE RISER 2**

**FINAL BILL BUSINESS CARDS**

**ESPRESSO MENU: NOISES 8 M L**

**BUFFET MENU (TABLETOP):**

CHALKBOARD W/ HOLE: CH. HOOKS

LAZY SUSANS & COVERS (8 L Oval)

JACKSTAND / BUSSING TRAY (oval)

**20 BUSSING TOWELS (2 per server)**

LIGHT AND 30 FT EXTENSION CORD

**KITCHEN SET UP (BOLD/X = Every Event)**

**TOWELS 2 DRYING LINENS 2**

**TABLECLOTHS FOR COUNTER**

**CUTTING BOARD (1 per Chef, check menu)**

**TOOL KIT (all events: #1 Tool Kit priority)**

**SPIKE KIT (all events only; not apps only events)**

**PLASTIC WRAP - FOIL (Chefs/Staff Meal)**

**PARCHMENT PAPER PATTY PAPER**

**X TO GO BOXES**

**DELICIOUS (pre-set: 32 oz, 16 oz, 8 oz w/lids)**

**STAFF PLASTIC (Boat, Fork, Nap, Cup)**

**STAFF H2O - BLUE CUPS W/ PACK FILTERED**

**GLOVES - L M S (if spike kit wasn't packed)**

**HANDSAW/JAG - INSULATED JAG / HANDSAW /**

**BUCKET WRINGER, PAPER TOWELS / HOT H2O**

**METAL SCRUBBER / CLEANSER / PAPER TOWELS / SPONGE**

**SCULLERY Sludge (SLOTTED 200 & REG 400 PAN)**

**2 TRASH BAGS: CLEAR (1 towelset dark linens)**

**2 TRASH CANS & BAGS: BLUE BLACK**

**X BROOM / DUST PAN (Label these)**

**RENTAL TRUCK: RATCHETS / STRAPS**

**DOLLY / CART (rental truck or large events)**

**FLOOR MAT: Bk Rubber Large Sisal**

**KITCHEN / HOT / STATIONS**

**TRANSIT CART (from kitchen)**

**STERNO: 6 HOUR 2 HOUR USED**

**CONVECTION OVEN PROPANE HOSE**

**OVEN (6 Burner) PROPANE HOSE**

**THREE BURNER PROPANE HOSE**

**SINGLE BURNER BUTANE**

**FRYER: Tabletop Full Size (DRY ICE/Container)**

**GRIDDLE (ELECTRIC) w/EXT Cord**

**GRILL CHARCOAL LIGHTER**

**SOUS VIDE AND LEXAN**

**INDUCTION ( & PAN FOR INDUCTION)**

**EXTENSION CORD**

**CAST IRON PAN: 4 INCH 6 INCH**

**CAST IRON GRIDDLE (PACK)**

**VOTIVES (24) & GLASS BLOCKS (6-BAG)**

**TACO HOLDERS: SILVER BLACK**

**NONSTICK SAUTE: 6 9**

**2 QT. ALL CLAD**

**TORCH (TOOL BOX 1 / DRY STORAGE @ PACK)**

**CARVING STN: HEAT LAMP & CARVING BOARD**

**LINENS / STAFF APPAREL**

**TABLECLOTHS BLACK: 4' 6' 8'**

**TABLECLOTHS WHITE: 6' 12'**

**NAPKINS: BLACK WHITE TEA OTHER**

**X CHEF COAT / KNIVES - PAIR**

**CHEF COATS - WHITE BLACK (short sleeve preferred)**

**XL L M S XS**

**APRONS - Lost Car Other White**

**APRONS - FOH Other White**

**T-SHIRTS - ask Cindy / Paul**

**DECOR**

**CANDLEHOLDERS / TEALIGHTS / LIGHTER**

**GLASS BLOCKS**

**WOODEN FRUIT CATES**

**WOODEN FRUIT PLAQUES (SIGNAGE)**

**SMALL WOOD BOXES (HANDLES)**

**ORANGE TRAY**

**FRESH FLOWERS**

**EQUIPMENT PULL LIST**

**APPETIZERS (Tray Pass / Stationary)**

**APP TRAYS: WHITE & BLACK**

**APP TRAYS: GRAY SLATE (or scallopone)**

**APP TRAYS: BURLBOARDS**

**APP TRAYS: SILVER HAMMERED (Square)**

**APP TRAYS: TACO TRAY, Small Large**

**APP TRAYS**

**SOUP SHOTS: FACET SVALKA TEST**

**SOUP SHOT TRAY: BLACK X WOOD**

**SOUP HOT (PUMP) POT (or aquant bottle)**

**SQUEEZE: CERAMIC**

**LINEN: Linen Spoon, LEMON Used Spooner**

**30 COCKTAIL NAPKINS (8 guests x 3 naps each)**

**BREAD, CHZ, CHAR, AL FRESCO**

**CHALK MENUS (office will create, wrap in plastic)**

**MAP KIT**

**WOOD PLANKS (PADFILL) MARBLE**

**WOOD PLANKS (LIVE EDGE): 36 42 48**

**WOOD BOXES / BUFFET RISERS**

**RAMEKINS: RECT 12 OZ 8 OZ 6 OZ**

**RAMEKINS: ROUND 8 OZ 4 OZ 2 OZ**

**RAMEKINS: BOWLS 16 OZ 12 OZ 8 OZ**

**RAMEKINS: LIONS HEAD 2 OZ**

**SPoons: FORK X KEA DEMI**

**CHAR TONGS: BAMBOO METAL TALONS**

**CHEESE: BOX SET KNIVES FORKS**

**CHEESE SLICER W WIRE**

**BLACK RECT BOWL LINENS**

**BLACK ROUND METAL BASKETS X LINENS X**

**SILVER ROUND BASKETS LINENS**

**RED BLACK BASKETS LINENS**

**CHEAP WOVEN BASKETS LINENS**

**SLEIGH: HOLIDAY BREAD BASKET**

**COCKTAIL NAPKINS**

**BUFFET (CHALKBOARD MENU-office)**

**CHAFERS: RUSTIC SILVER X**

**COPPER CHAFER & TEALIGHTS**

**STERNO: 6 HOUR 2 HOUR USED**

**PLATTERS: OVAL 23 inch FLAT**

**BOWLS: L M S**

**RISERS FOR DISHES ON BUFFET**

**TONGS SPOONS SPATULAS**

**RAMEKINS TO HOLD SERVING UTENSILS**

**GRAVY BOAT LADLE**

**CONTAINER FOR FLATWARE W/ LINEN**

**PIZZA STONE PIZZA PEEL: hand handle**

**TORTILLA HOLDERS**

**FAMILY STYLE (INDIV MENU-office)**

**PLATTERS: OVAL 23 inch FLAT**

**PLATTERS: HANDLED VEG**

**PATTERN: NESTING 6 inch Small**

**METAL ROASTING PAN**

**CLEAR GLASS RECTANGULAR CASSEROLE DISH**

**BOWLS: L M S**

**TONGS SPOONS SPATULAS**

**GRAVY BOAT LADLE**

**LINENS FOR HOT PLATTERS (2 PER SERVER)**

**SALAD / FRUIT BAR**

**PLATTERS: OVAL 23 inch FLAT**

**PLATTERS: OVAL 16 inch Racetrack**

**PATTERNS: RECTANGULAR**

**GREEN CERAMIC BOWL (W/LADLE)**

**RAMEKINS: RECT 2 OZ 4 OZ 6 OZ**

**WOOD BOWLS: M L (SALAD)**

**WOOD BOWLS: S M (TOPPINGS)**

**WOOD SPOONS BAMBOO TONGS**

**MONKEY POD (TEAK) BOWLS**

**SIGNAGE FOR TOPPINGS**

**TONGS SPOONS**

**LARGE EVENTS (100+)**

**X WHITE FULL TRASH BAGS (blue for trash)**

**WHITE CHEAT BLACK NAPS & WHITE NAPS**

**SCULLERY CART w/SLUDGE PANS**

**STAFF H2O - BLUE CUB W/ PACK FILTERED**

**CLIENT: Signal Hill**

**IN OUT KITCHEN (BUILD)**

**PLATED SIT DOWN (and Paper Menus)**

**CERAMIC & GLASS & SILVERWARE**

**PLATES: ROUND 9 X 10 RECT SQUARE**

**BOWLS**

**X INTL PLATE SQUARE ROUND**

**PLATES: ROUND 8 OZ 12 OZ 2 OZ**

**GLASSWARE: 8 OZ 12 OZ**

**GLASSWARE: CHAMPAGNE WINE**

**10 MASON JARS 400 800 1600 X**

**10 DASH FORKS X CHOPPER FORK X**

**10 BUTTER KNIFE X STEAK KNIFE**

**10 TEASPOONS X SPOON X**

**LINEN: NAPKINS: BLACK WHITE FARM**

**DESSERT AND/OR BREAKFAST**

**PLATES: RECTANGULAR SQUARE**

**RISERS FOR DISHES ON BUFFET**

**LARGE TONGS SPOONS SPATULAS**

**SMALL TONGS SPOONS SPATULAS**

**SPOON PIE SPOONS**

**8 & B PLATES BOWLS**

**RAMEKINS: SQUARE BOWLS: DEMI SPOONS**

**ETAGERE: GOLD SILVER OTHER**

**MASON JARS: 8 oz 4 oz 2 oz SQUATTY**

**CAKE PEDESTAL: CLEAR WHITE GREEN**

**CLEAR GLASS CAKE COVER (BELL SHAPED)**

**ICE CREAM BOWL: (DRY ICE) OR TRIFLE DISH**

**COCKTAIL NAPKINS**

**HONEY / SYRUP POUR**

**GOLD / MARBLE ROUND TRAYS / ETAGERE**

**BAKERY PICK UP**

**BEVERAGE / BAR**

**TABLE RISERS TABLECLOTHS**

**TABLE FOR BARBACK / GLASSWARE: RISERS**

**TRASH CAN BLUE BAG**

**BAR KIT (one for each bar if possible)**

**SIMPLE STRIP LEMON LINES**

**MIXERS SPARKING H2O SODA**

**2 DRINK TUBS: BLACK X RED GREEN**

**DRINK TUB LINERS (BLACK TRASH BAGS)**

**ICE BUCKET (single) 2 OZ 16 OZ**

**CLEAN ICE BUCKET: Gray Silver**

**X (1 LB / 2 LB / 3 LB - PER PERSON)**

**AGUA FRESCA (APF): Spout 5 Gal 3 Gal**

**AGUA FRESCA: STAND BOX OR WHITE TRAYS**

**AGUA FRESCA: 2x3 Chalkboard name signs**

**1 PLASTIC PITCHER AF SCOOP 2ICE SCOOP**

**drop tray ramcken**

**LARGE METAL WATER PITCHER FOR BAR**

**30 CARAFES: WIDE X POP TOP GREEN</**

# Another Typical Catering Pull List

## FRONT OF HOUSE STUFF

- ☐ Tables
- ☐ Table Cloths
- ☐ Linen Napkins
- ☐ Chaffers
- ☐ Plates - China, Regular or Clear Plastic
  - ☐ Small Plates -China, Regular or Clear Plastic
- ☐ Bowls - regular or Clear Plastic
- ☐ Forks
- ☐ Knives
- ☐ Spoons
- ☐ Napkins (Regular/Cocktail)
- ☐ Plastic Cups
- ☐ Coffee Cups
- ☐ Water Goblets
- ☐ Craffes
- ☐ Salt and Pepper Shakers
- ☐ Drip Plates
- ☐ Tongs
- ☐ Spoons - slotted/regular



# A Typical Catering Pull List

- ☐ ~~Cheffers~~
- ☐ Plates - China, Regular or Clear Plastic
  - ☐ Small Plates -China, Regular or Clear Plastic
- ☐ Bowls - regular or Clear Plastic
- ☐ Forks
- ☐ Knives
- ☐ Spoons
- ☐ Napkins (Regular/Cocktail)



# Software Catering Management Programs

Caterease

Total Party Planner

Curate

Tripleseat

Elecate

Honey Cart

Flex catering

Honey Book

Etc.

Event Prints

VIEW

Prints

Labels

PRINT TYPE

Custom

Selected Events

1

End of Summer Party

Selected Fields

Select the fields you want included in your print.

☐ Select All Fields

☒ Event Details

☒ Contacts

☒ Dates & Locations

☐ Order Details

☐ Grand Total

☐ Scheduled Payments

☐ Payment History

☐ Contract

☒ Component Totals

☒ Component Name

1

END OF SUMMER PARTY

END OF SUMMER PARTY

Owner: Ryan O

Date of Event: 04/30/2025

Grand Total: \$9,645.53

Event Description:

Graduation Party: Wildwood High School, Class of 2023

Guest Count: 150

Service Style: Customer Pick-Up

Budget:

Driver: John

Leave time: null

Production Notes:

Food service style: Family Style

Tags: Brooklyn Wedding

CONTACTS

Customer:

Bill Mosier

(217) 867-4988

bill@example.us

DATES & LOCATIONS

06/17/2023 12:30 AM

Catering Dropped Off

Client's Home Address:

562 Clover Ln, St. Louis, MO, 63126 United States

06/17/2023 2:00 AM

Grad Party Begins

06/17/2023 7:00 AM

Grad Party Ends

COMPONENT TOTALS

Component Name	Category	Total Needed	Return
Ginger Beer	Beverages - Alcohol	37.50 Cans	
Blue Moon-Belgian White	Beverages - Drinks	75.00 Items	
Lime Juice	Beverages - Drinks	75.00 Tablespoons	
Modelo Negra Amber Lager	Beverages - Drinks	600.00 Tablespoons	
Pino Noir: Ropiteau	Beverages - Drinks	1.00 Item	
Tito's Vodka	Beverages - Drinks	300.00 Tablespoons	
Corn Holders	Disposable	125.00 Items	
Napkins	Disposable	660.00 Items	
Black Risers	Equipment and Risers	2.00 Items	
Chafing Dish	Rentals - Decor	5.00 Items	
Basic Black Linen - 85x85	Rentals - Linens	2.00 Items	

CUSTOM

Curate Packing List Screen Shot

**Pack List**

Event Date: 4/26/2025 - Saturday

Contact: Kelly Jameson  
Event Title: Kelly's Birthday!  
Invoice #: 250321  
Status: Confirmed

Guest Count: 100  
Service Style: Delivery

**Menu Items**Box Lunch

☐ (100 Serving) Albacore Tuna  
☐ (100 Serving) Potato Salad

☐ (100 Serving) BLT Deluxe Sandwich

Entrees

☐ (100 Serving) Wood Grilled Beef Tenderloin

Side Dishes

☐ (100 Serving) Dill Pickle

**Equipment**Beverage Service

☐ (20 Each) Towel, Bar - Black

Food Service

☐ (1 Each) 6qt Chafer -Round  
☐ (1 Each) Silver, Tray 19" Oval

☐ (200 Each) Silver, Serving Tongs - Regular

Grills & Ovens

☐ (1 Each) Grill, Propane 2x3 with Propane

Kitchen Equipment

☐ (1 Pan) Disposable chafer  
☐ (1 Each) grill pan  
☐ (20 Each) Trashcan Liners

☐ (4 Each) Gloves  
☐ (50 Each) Towel, Cotton - White  
☐ (1 Each) Trashcans, Rectangular - Black

Miscellaneous

☐ (5 Each) Torch Lighters

**Food**Dry Goods

☐ (1 Each) pepper, container

☐ (1 Each) Spice Box

**Other**Miscellaneous

☐ (1 Each) First Aid Kit

☐ (1 Each) Sterno

# Total Party Planner Packing List Screen Shot

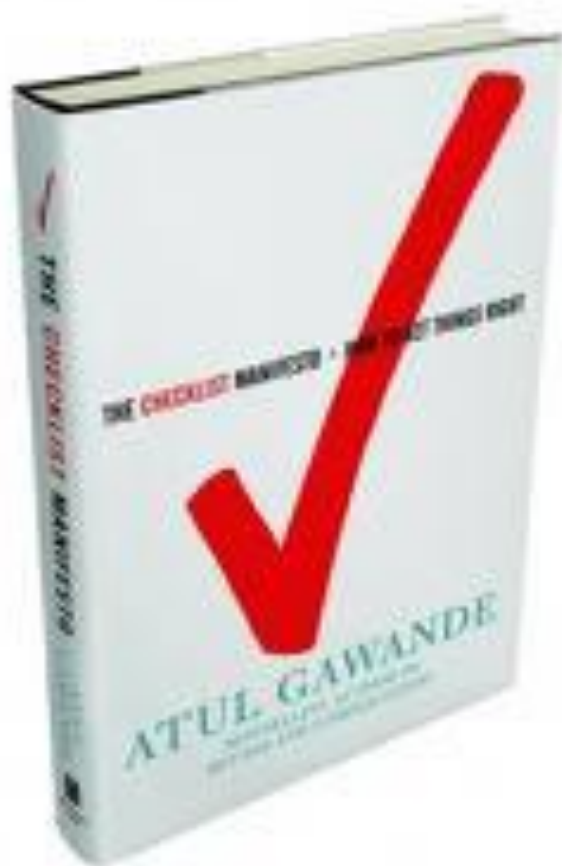




**Plan, create checklists, pack, transport and  
distribute materials, by: Activity!**



**Look in the box: Focus on the activity-task!**



## APPROVED B-17F and G CHECKLIST

REVISED 3-1-44

PILOT'S DUTIES IN RED  
COPILOT'S DUTIES IN BLACK

### BEFORE STARTING

1. Pilot's Preflight—COMPLETE
2. Form 1A—CHECKED
3. Controls and Seats—CHECKED
4. Fuel Transfer Valves & Switch—OFF
5. Intercoolers—Cold
6. Gyros—UNCAGED
7. Fuel Shut-off Switches—OPEN
8. Gear Switch—NEUTRAL
9. Cowl Flaps—Open Right—  
OPEN LEFT—Locked
10. Turbos—OFF
11. Idle cut-off—CHECKED
12. Throttles—CLOSED
13. High RPM—CHECKED
14. Autopilot—OFF
15. De-icers and Anti-icers, Wing and  
Prop—OFF
16. Cabin Heat—OFF
17. Generators—OFF

### STARTING ENGINES

1. Fire Guard and Call Clear—LEFT Right
2. Master Switch—ON
3. Battery switches and inverters—ON &  
CHECKED
4. Parking Brakes—Hydraulic Check—On—  
CHECKED
5. Booster Pumps—Pressure—ON &  
CHECKED
6. Carburetor Filters—Open
7. Fuel Quantity—Gallons per tank
8. Start Engines: both magnetos on  
after one revolution
9. Flight Indicator & Vacuum Pressures  
CHECKED
10. Radio—On
11. Check Instruments—CHECKED
12. Crew Report
13. Radio Call & Altimeter—SET

### ENGINE RUN-UP

1. Brakes—Locked
2. Trim Tabs—SET
3. Exercise Turbos and Props
4. Check Generators—CHECKED & OFF
5. Run up Engines

### BEFORE TAKEOFF

1. Tailwheel—Locked
2. Gyro—Set
3. Generators—ON

### AFTER TAKEOFF

1. Wheel—PILOT'S SIGNAL
2. Power Reduction
3. Cowl Flaps
4. Wheel Check—OK right—OK LEFT

### BEFORE LANDING

1. Radio Call, Altimeter—SET
2. Crew Positions—OK
3. Autopilot—OFF
4. Booster Pumps—On
5. Mixture Controls—AUTO-RICH
6. Intercooler—Set
7. Carburetor Filters—Open
8. Wing De-icers—Off
9. Landing Gear
  - a. Visual—Down Right—DOWN LEFT  
Tailwheel Down, Antenna in, Ball  
Turret Checked
  - b. Light—OK
  - c. Switch Off—Neutral
10. Hydraulic Pressure—OK Valve closed
11. RPM 2100—Set
12. Turbos—Set
13. Flaps  $\frac{1}{2}$ — $\frac{1}{2}$  Down

### FINAL APPROACH

14. Flaps—PILOT'S SIGNAL
15. RPM 2200—PILOT'S SIGNAL

# Homework: Read "Checklist Manifesto"



**Planning “AKA” Mental Mise En Place**





**Refrain From Word-of-Mouth Event Planning and Execution**



**Documents AKA The Paper Trail**

# ✓ Documents Needed:

- > SEO “AKA” BEO
- > Catering Services Agreement “AKA” Contract,
- > Addendums
- > Change Orders
- > Event Schedule, Timeline, ROS (Run of Show)
- > Layout Drawings
- > Station Activity: Specifications, Photos, Drawings
- > Walk thru Photos
- > Walk thru Check list
- > Rental Quotes - Orders; Equipment, Linens
- > Proposals: Creative Partners, AV, Lighting, DJ, etc.

450 North Cityfront Plaza Drive  
Chicago, IL United States 60611

**C E N T E R**  
*Executive Conferences & Events*  
Phone: (312) 464-8787 Fax: (312) 464-8683  
Wolfgang Puck Phone: (312) 464-8745 Fax: (312) 464-8746

Page: 1 of 3  
Printed: 1/28/09

### Banquet Event Order

<b>Account:</b> UC Computation Institute	<b>Event Date:</b> Wednesday, October 22, 2008
<b>Post As:</b> Cloud Computing and Applications	<b>Contact:</b> Ms. Ninfa Mayorga
<b>Address:</b> 5640 S. Ellis Avenue Suite 405 Chicago, IL 60637	<b>Phone:</b> (773) 834-6685
	<b>Fax:</b> (773) 834-6818
	<b>OnSite Contact:</b>
<b>Deposit:</b>	<b>Booked By:</b> Joe Wilkinson
<b>Tax Exempt:</b>	<b>Catering Manager:</b> Jennifer Fleming
<b>Payment:</b>	<b>Service Manager:</b> Joe Wilkinson
<b>Master Account:</b>	

Time	Room	Function	Setup	AGR	GTD	SET	Rental
7:00 AM - 5:00 PM	620 Boardroom	Meeting	Conference	18			\$440.00
7:00 AM - 5:00 PM	246 Classroom	Interview					\$400.00
8:00 AM - 5:00 PM	100 Tiered Classroom	General Session	Tiered Classroom	70			\$1,680.00
8:00 AM - 5:00 PM	100 Foyer	Exhibits	As Is				\$0.00
12:00 PM - 2:00 PM	450 Lounge	UC Lunch Buffet	Round of 10	70			\$175.00
3:00 PM - 3:30 PM	100 Foyer	UC Break	As Is				

#### FOOD

**Room:** 100 Foyer

**Serve:** 8:00 AM to 10:00 AM

##### *Continental Breakfast (Guests: 80)*

Flaky Croissants, Freshly Baked Muffins, English Muffins

Assorted Bagels and Bialys

Sweet Butter, Assorted Preserves and Cream Cheeses

Fresh Whole Seasonal Fruit

Fresh Squeezed Orange and Cranberry Juices

Dark Roasted Coffee

Decaffeinated Coffee

Assorted Teas

With Cream, Sweeteners and Lemon Wedges

*10:00 AM Break*

ADD: Seasonal Berries in Crisp Puff Pastry

Re-tray breakfast items, refresh beverages

#### SET UP

**Event:** 7:00 AM to 5:00 PM **Room:** 620 Boardroom

18 Conference Style

**Event:** 7:00 AM to 5:00 PM **Room:** 246 Classroom

4 5' x 18" tables with 8 chairs

Remove all other tables and chairs  
from room.

**Event:** 8:00 AM to 5:00 PM **Room:** 100 Tiered Classroom

Tiered Lecture Hall. Leave  
professor table and chair.

2 8' Skirted registration tables with 2  
chairs and a wastebasket in 1st  
floor elevator lobby.

Panel table TBD

**Event:** 8:00 AM to 5:00 PM **Room:** 100 Foyer

2 Easels (complimentary)

10 Easels

@ \$25.00 each

## SEO "AKA" BEO = Banquet Event Order





Agreement

Time	What	Where	Who
2:00 PM	Captain arrives	On Site	Pam
2:30 PM	Staff arrives		Group 1
2:45 PM	Box Truck arrives	Dock	John
	Unload and distribute	Dock	Staff

**Excel**

**Event Timeline**



**Software Program**

### *Salad*

Cesar salad with romaine hearts, capers and wheat-free blue corn croutons

Farm Chop salad with a potpourri of seasonal chopped vegetables, avocado and seasonal field greens with lime-cilantro dressing or ranch dressing.

### *Main*

Whole wheat penne pasta with roasted seasonal vegetables  
in an alfredo or herb tomato sauce with garlicky kale

Salisbury seitan with mashed potatoes and golden gravy

Enchiladas with salsa roja, savory tempeh, spanish rice and black beans,  
accompanied by pico de gallo, tofu sour cream and guacamole.

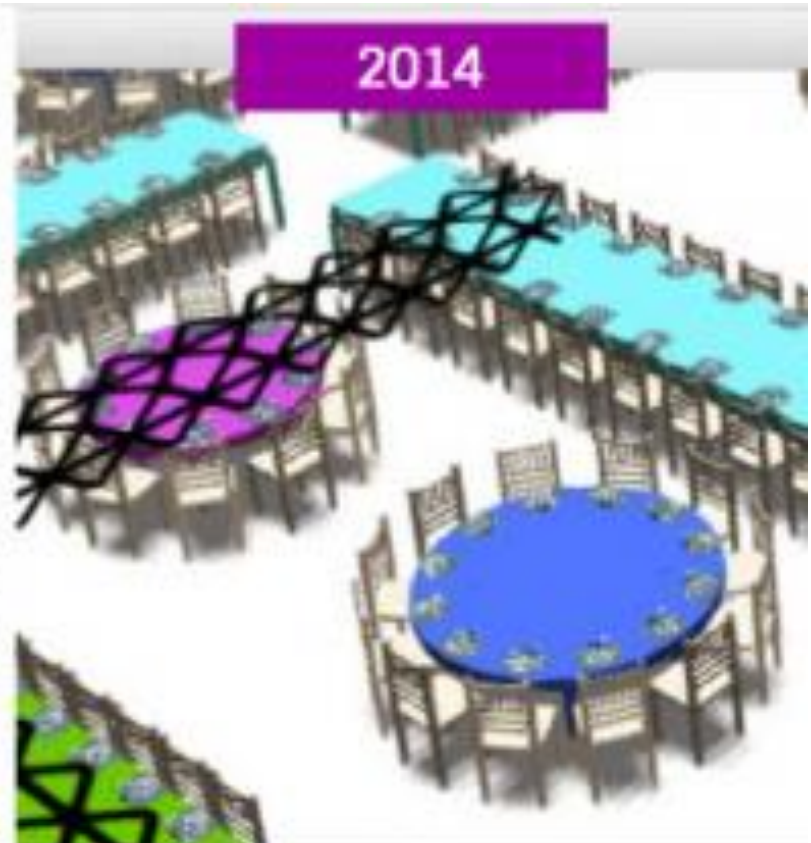
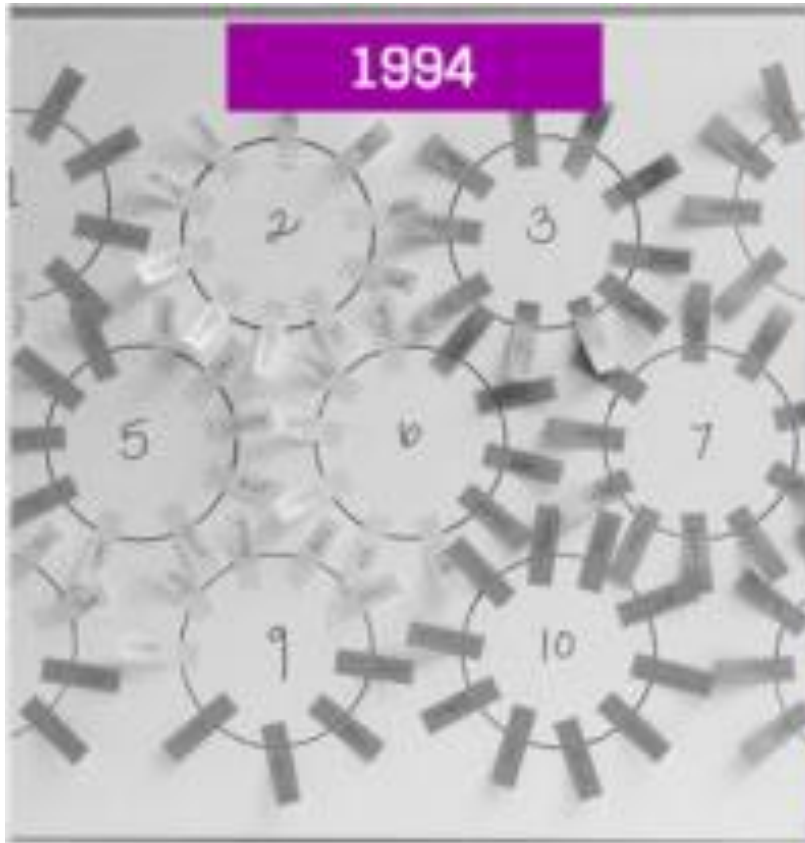
### *Dessert*

Wedding cake - German chocolate cake with coconut-pecan filling  
and vanilla frosting.

Groom's cake - Tofu cheesecake with seasonal fresh berries

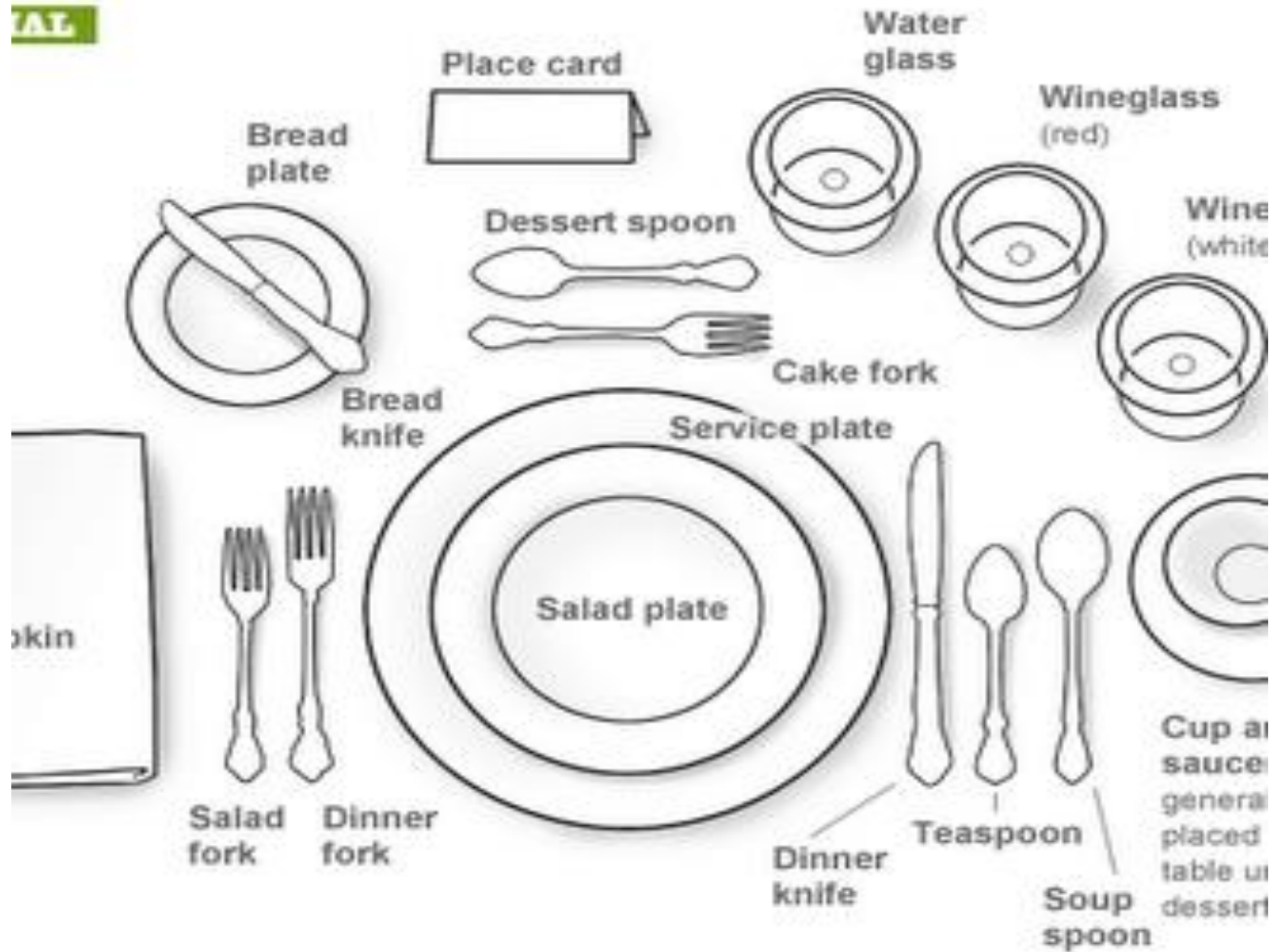
\*\*\* \* \* \* \*

## **Menu (In the Agreement)**



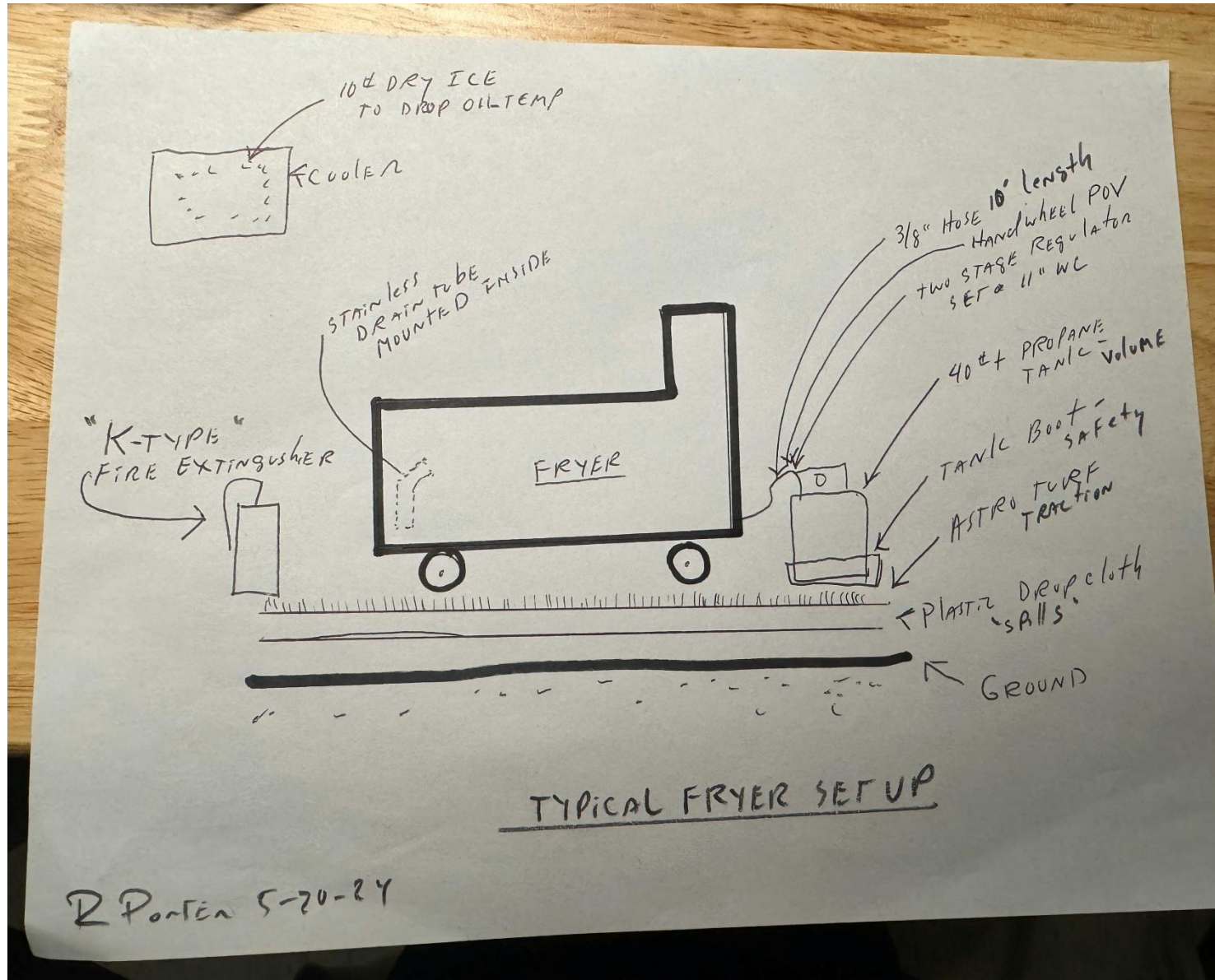
**Event & Dining Area Layout**





**Formal Table-Cover Setting A Typical Layout**

# Hand Sketches



Typical Fryer Set Up



## Station Set up Photographs







**Carving Station A Typical**

### **Library: Station Build List**

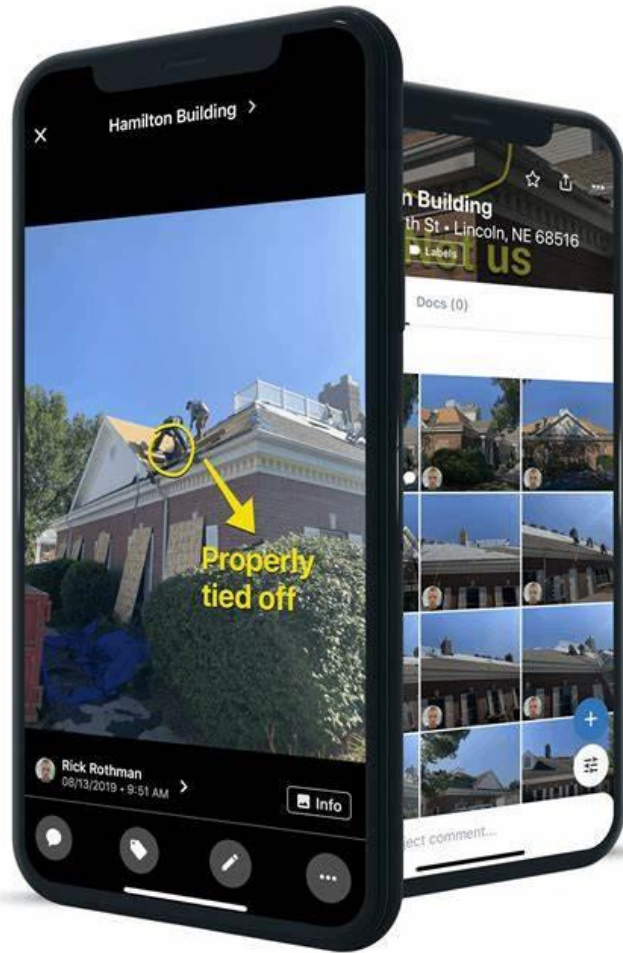


### **Library: A Typical Set up**





**Site-Venue Photographs**

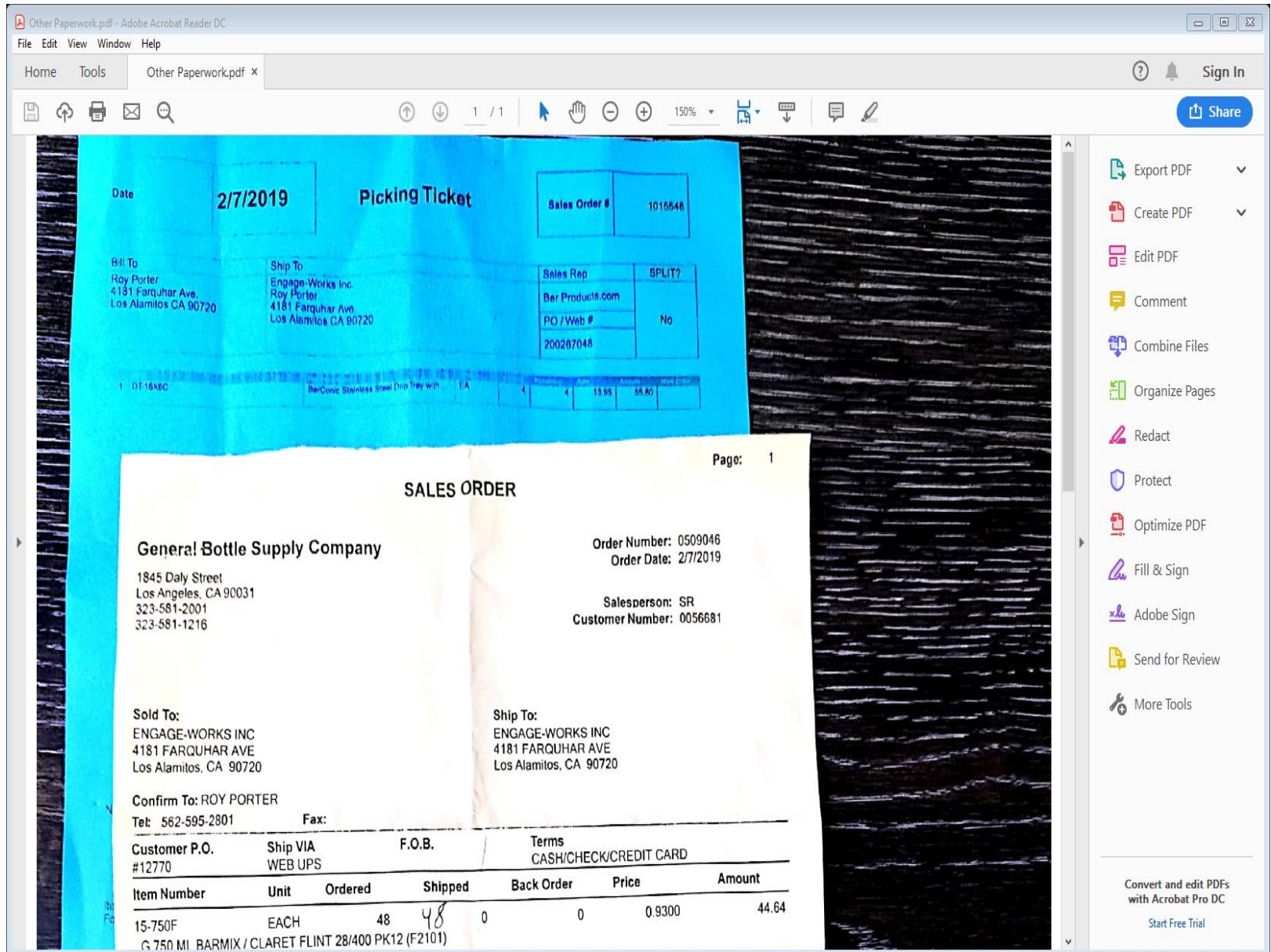


**Company Cam**



**Matterport**



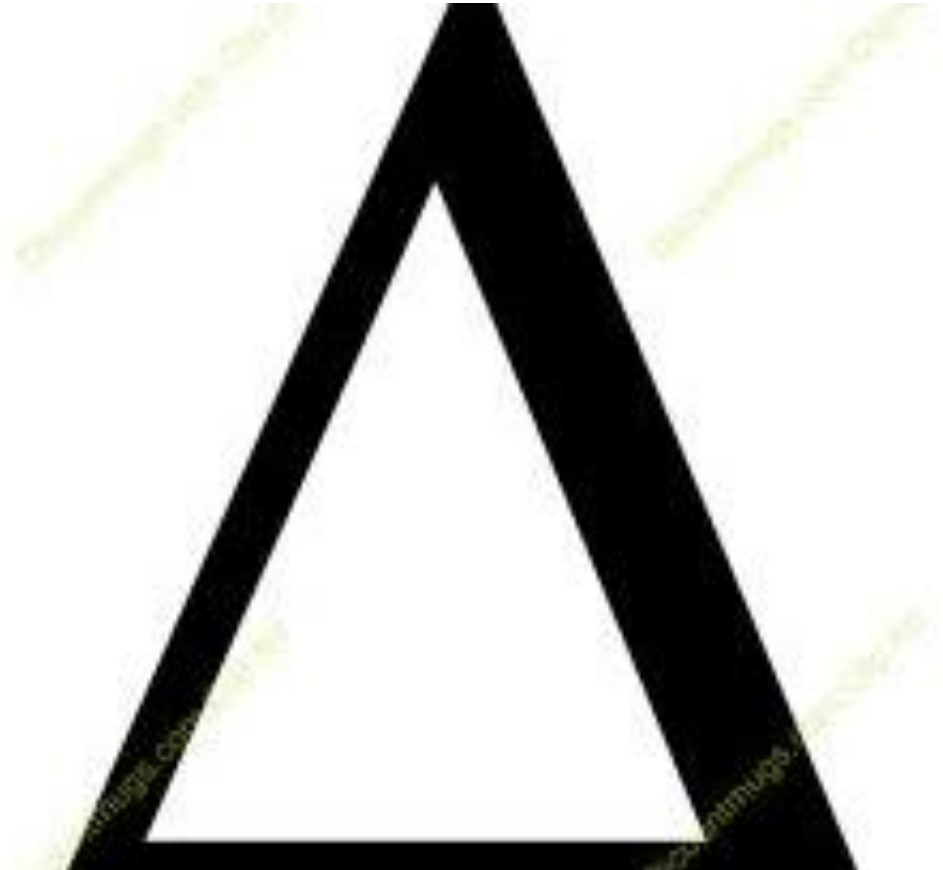


Creative Partners-Suppliers and Client's:  
Quotes, Packing Lists, Invoice, Order Acknowledgements.

## Change Orders

Delta = Change  
Written &  
Approved

Change Order:  
Date, Time,  
What & Money





# Pre-Event Staff Meeting Checklist

Revised 111524	Pre-Event Meeting Checklist	
	<b>Topic</b>	<b>Notes</b>
	<b>Food &amp; Beverage Menu Review</b>	
	Service Styles - Review: How & When	
	Beverages: Welcome, Signature, Special, Cocktail, Wine Service	
	Pass Locations: Beverages HD Courses - Be quite - Only talk to Expo	
	Menu Review By Courses Zone Ingredients of note	Show photos of courses
	Special Meals and Requests	
	Special technique and or demonstrations	
	Kosher: NA Style Glatt	
	Vegetarian Vegan	
	Dairy Free "AKA" Made With Out *** Gluten, Dairy, Soy, Eggs	
	Allergies: Nuts, Fish, Shell Fish Ask if in doubt	
	<b>Facilities Location</b>	
	Restrooms For Guests	
	Bar(s)	
	Coat Check	
	Stand & Repeat	
	Lost and Found	
	Special Stations, Engraving, Displays, Sponsors, Activations	
	Valet, Parking, Taxi, Ride Share (Uber, Lyft) service pick up	
	Transportation Service pick up: Shuttles, Buses	
	Location of: First Aid Kit, Defib, Medical Assistance	
	Designated Smoking Area(s)	
	Guest Cell Phone Charging Station	
	Lactation (Breast Feeding-Pumping) Room	

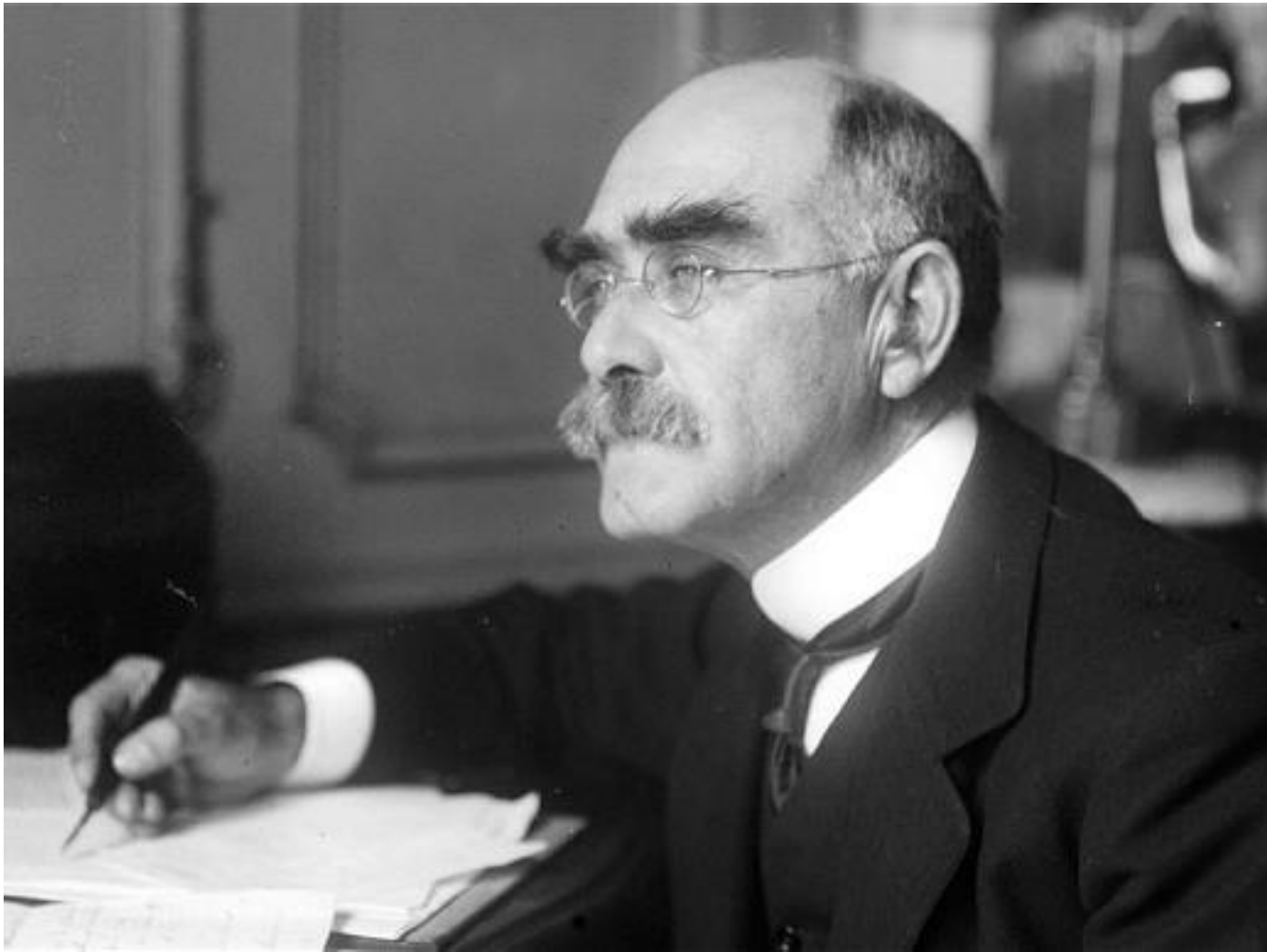
# Table Setting Checklist

## Table Setting Checklist

	<b>Event Date</b>			<b>Job #</b>		<b>Guest Count:</b>		
	<b>Client:</b>					<b>Table Count:</b>		
	<b>Location:</b>					<b>Service:</b>	Buffet	Plated
	<b>Planner - H:</b>					<b>Meal:</b>	Brk	Lun
	<b>Type:</b>					<b>Be Ready At:</b>	Din	
	<b>Planning &amp; Organizing Pre Event</b>							
Done	<b>Document - Issue</b>	<b>Responsinbility</b>		<b>Placement</b>		<b>End Time Status</b>		
	Room Layout Drawing	Planner				N/A		
	Event Schedule	Planner						
	Cover Setting Layout	Planner				N/A		
	Tables Supplied By							
	Underlayments							
	Runners							
	Chairs; Supplier -Type, style							
	Chair Cushions: Type Color							
	Chair Covers - Decorations							
	<b>Table Service Order</b>	Planner				N/A		
	<b>Table Cover Order</b>	Planner				N/A		
	Event Time Schedule	Planner				N/A		
	Table ID Holder			Set @		RTO LOS		
	Table ID Sign					N/A		



**Not at production meeting**



**Kipling: Six honest men...**

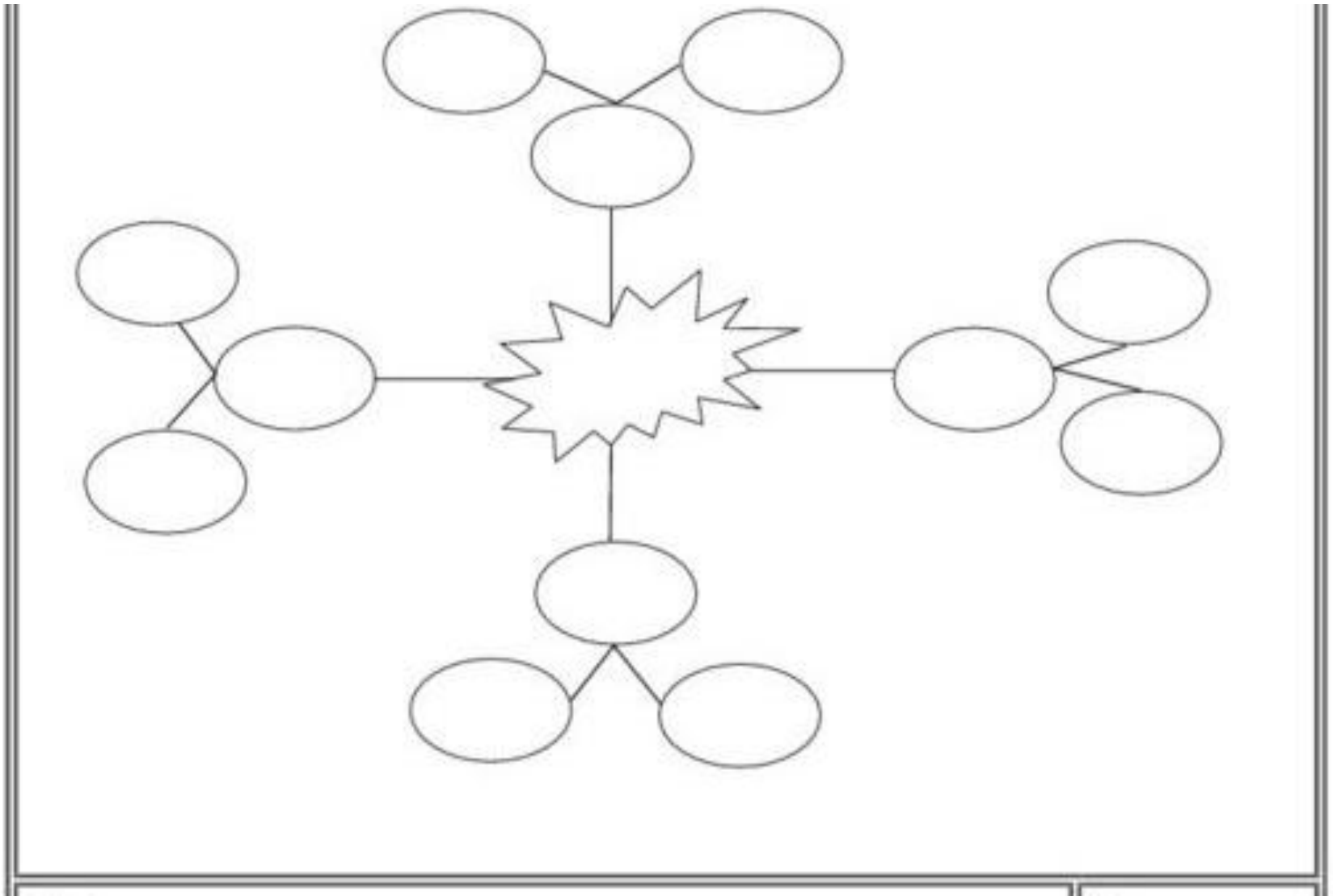
**Who, What, Why, When, Where & How...  
Triggers**



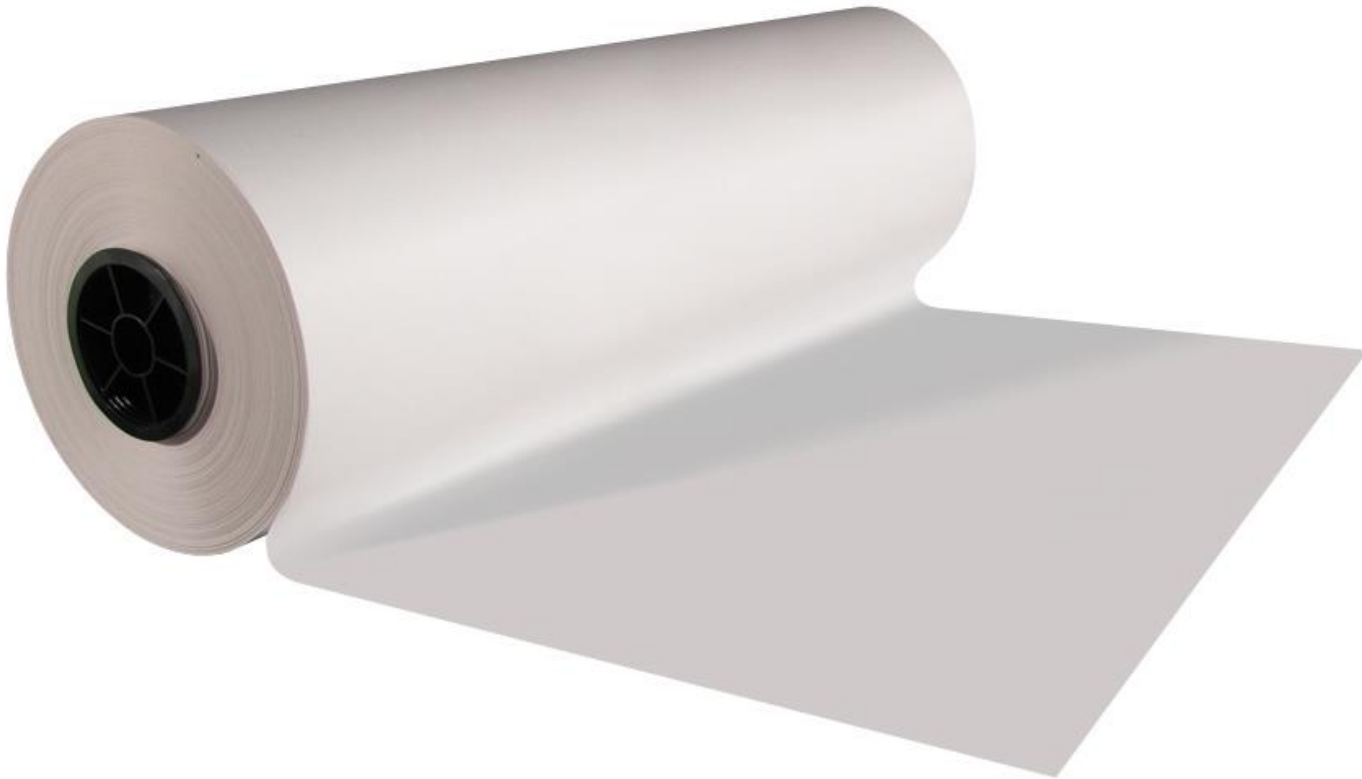


**Red Pen: Questions, Clarifications, Notes**



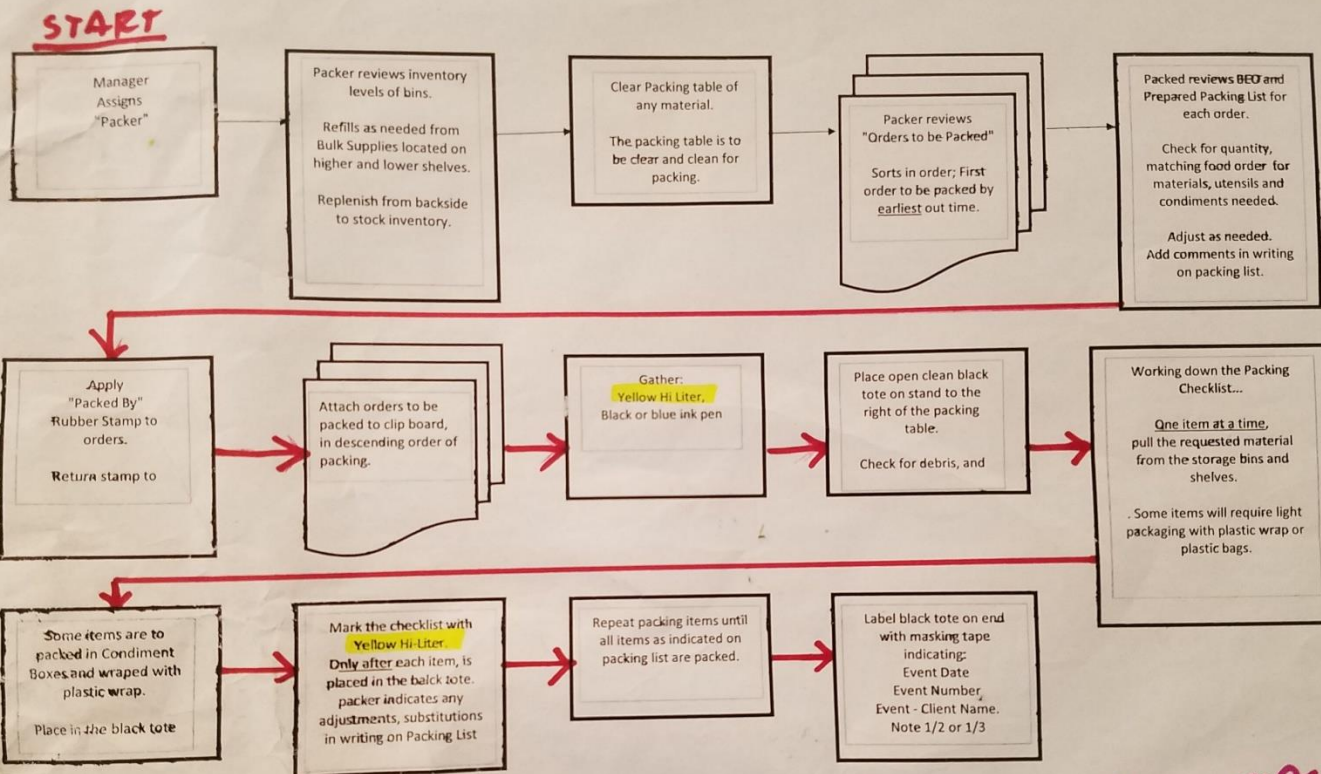


**Use Mind Mapping to Brainstorm create and Details**



**Packing Process Map: Write Out The Process For All To See!**





**SOP: How to Pack Corp. Drop Off Orders**

Prepared: Revised

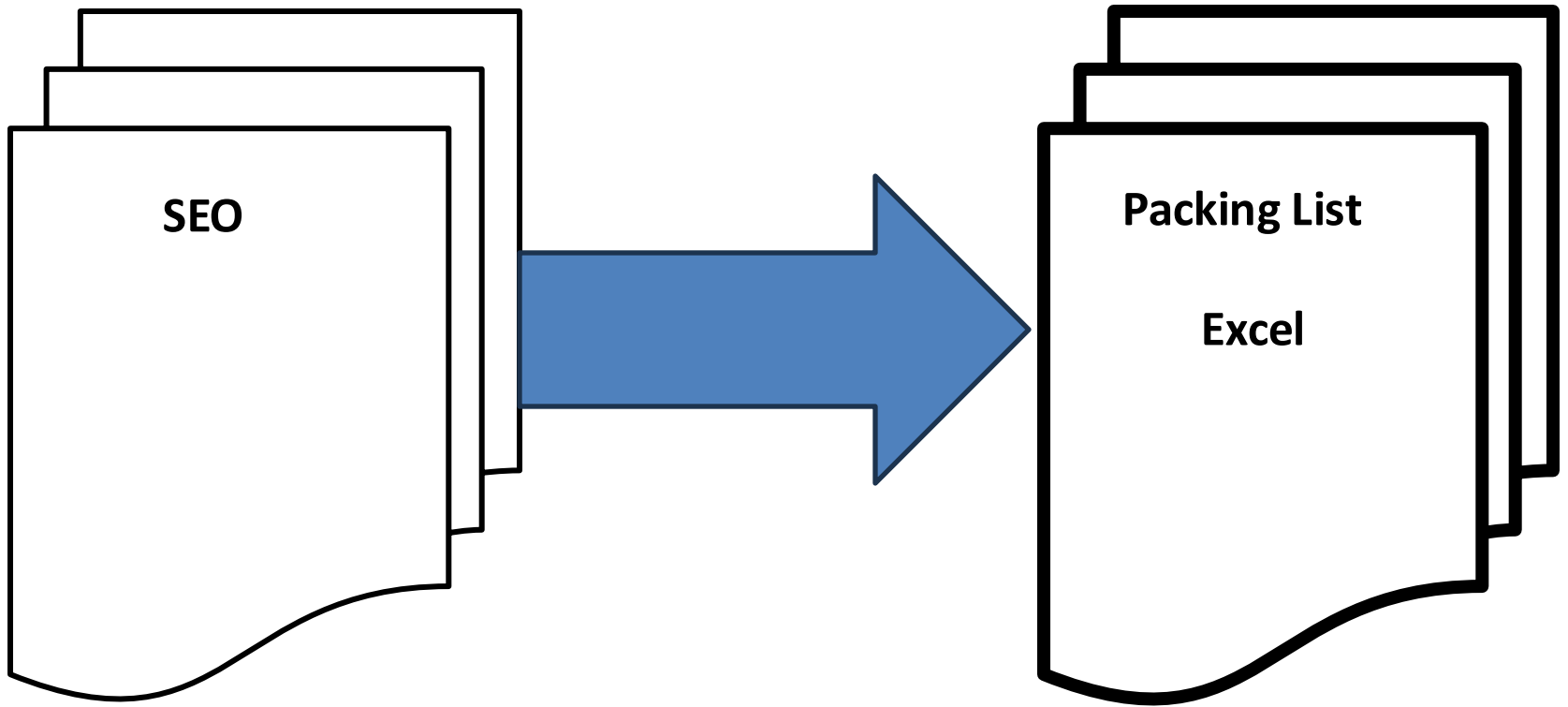
**UNDER CONSTRUCTION**

**# ON TAPE**  
**NOTE: START & STOP TIMES**

**Basic Process Flow Chart**



**Value Stream Map:** Customers, Suppliers, Information flow, Product-Materials-equipment flow and timing.



**Extract and Transfer Information**

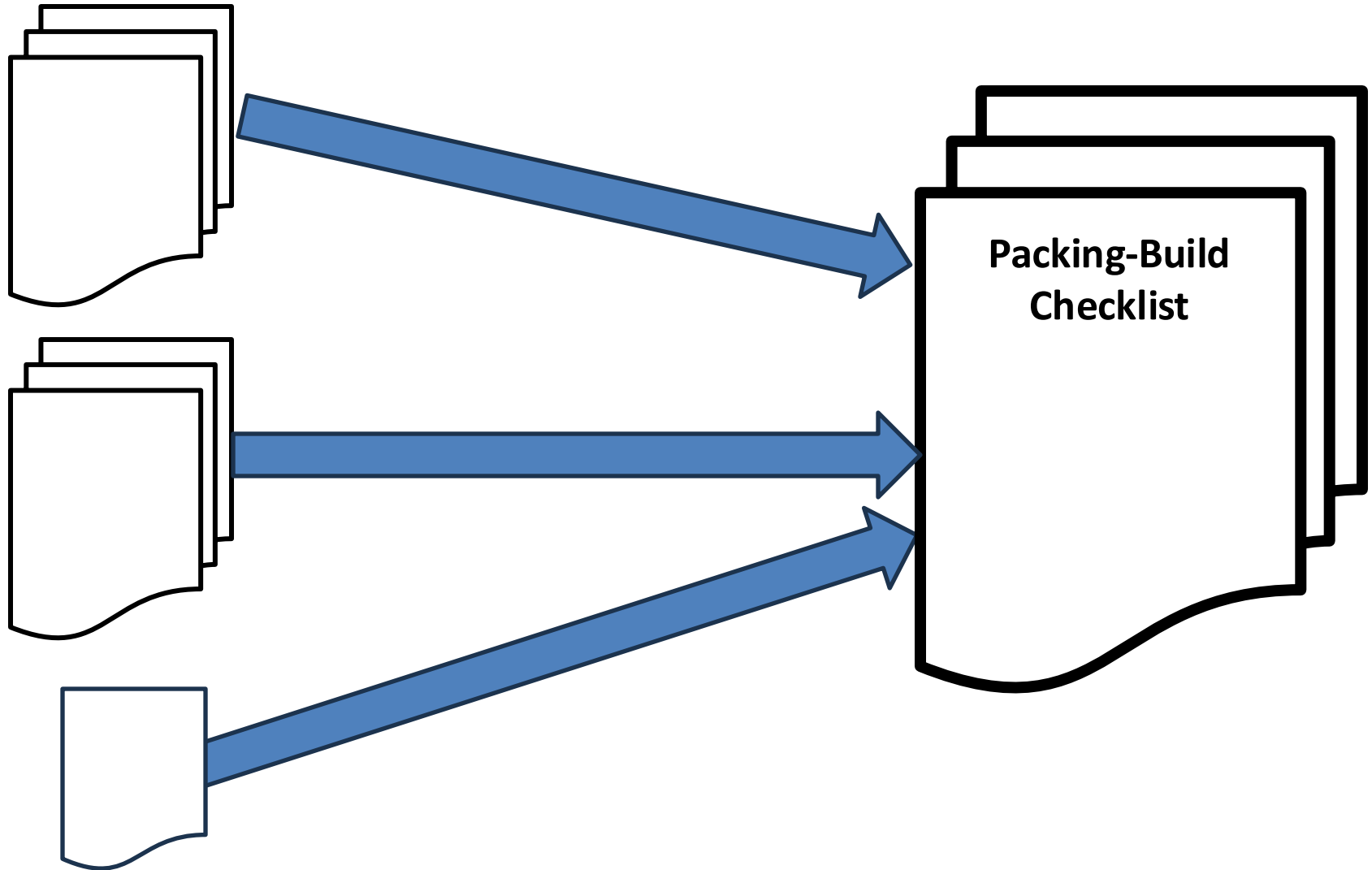
**What is needed to execute?**

**“When Catering,  
details matter”**

**– Roy’s Rule #8**







**Extract and transfer the information**

**What is needed to execute?**

# FAQ's...

## Special Event Packing List - Cover Sheet

<b>Event Date:</b>		<b>Departure Time:</b>	AM PM
<b>Event Job #:</b>		Vehicle 1:	
<b>Event Name:</b>		Vehicle Driver	
<b>Location:</b>		Vehicle 2:	
<b>Sales Rep.</b>		Vehicle Driver	
List Prepared By:		Packed By:	
<b>Event Details</b>			
Guest Count:			
Dining Tables: Qnt			
Bars: Qnt			
Staff Count:			
<b>Service Methods</b>			
Tray Passing Hd's	No	Yes	
Tray Passing Bev.'s	No	Yes	
Buffet (s)	No	Yes	
Plated	No	Yes	
Stations	No	Yes	
Other	No	Yes	
<b>Rentals by Others:</b>		<b>Company</b>	<b>Delivery</b>
Packing List Attached	No	Yes	CC Supplier
<b>Special Notes:</b>			

## Special Event Packing List

By Specific Station - Task - Activity					
---------------------------------------	--	--	--	--	--

Table Setting, Tray Passing Food & Beverages, Scullery, Etc.				
--	--	--	--	--

#	Source	Qnt	Item	Size - Vol	Location	Details - Notes	LASRTV

[illegible]

## Adding Value...

- Add Colum for the item(s) price: Rental Value
- Add up and usually see a 22%+ increase in sales.
- Adjust your pricing accordingly!



**Last Line of Defense**

## Before You Go Checklist

Event Date: _____		Client's Name: _____	
Event Number: _____		Event Name: _____	
Departure Time: _____		AM PM	
Vechile 1	Driver: _____	Leave @	AM PM
Vechile 2	Driver: _____	Leave @	AM PM
Vechile 3	Driver: _____	Leave @	AM PM
Event Manager: _____		Cell Phone: _____	
Vehicles Loaded By: _____			
	Checked	Loaded	
Food - Ambient:			
Food - Cold:			
Food - Hot:			
Beverages:			
Flowers:			
Ice:		Containers	Lbs. Bags
Other:			
What Else?		Loaded	
1			
2			
3			
4			
5			
6			
Notified Mgr of leaving?	Yes	Time Left:	AM PM

	Source	Qty	Item	Notes	RTN
1	Kitchen	1	Photos, Layout Drawing	Typical	
2	SPR	1	8' Bar	(Front)	
3	SPR	1	Can, Trash		
4	Kitchen	2	Liner, Trash Can		
5	Kitchen	1	Block, Butcher	Large Salad Wood	
6	Kitchen	1	Paper, Brown Parchment	Cut to Size	
7	Kitchen	1	Scissors		
8	Kitchen	4	Tongs, Long	Serving	
9	Kitchen	1	Bowl, Mixing		
10	Kitchen	1	Bottle, Squeeze	Salad Dressing	
11	Rental	200	Forks, Salad		
12	Kitchen	100	Napkins, Paper Beverage	Black	
13	Kitchen	1	Box, Wood, Small	Napkin Holder	
14	Kitchen	2	Basket, Metal	Salad forks	
15	Kitchen	150	Bowls, Aluminum		
16	Kitchen	1	Bowl, Small Black & White	For Herbs	
17	Kitchen	4	Boxes, Wood	Risers	
18	Office	1	Signage	"Salad Station"	
19					
20					

## ***Reality Check....***

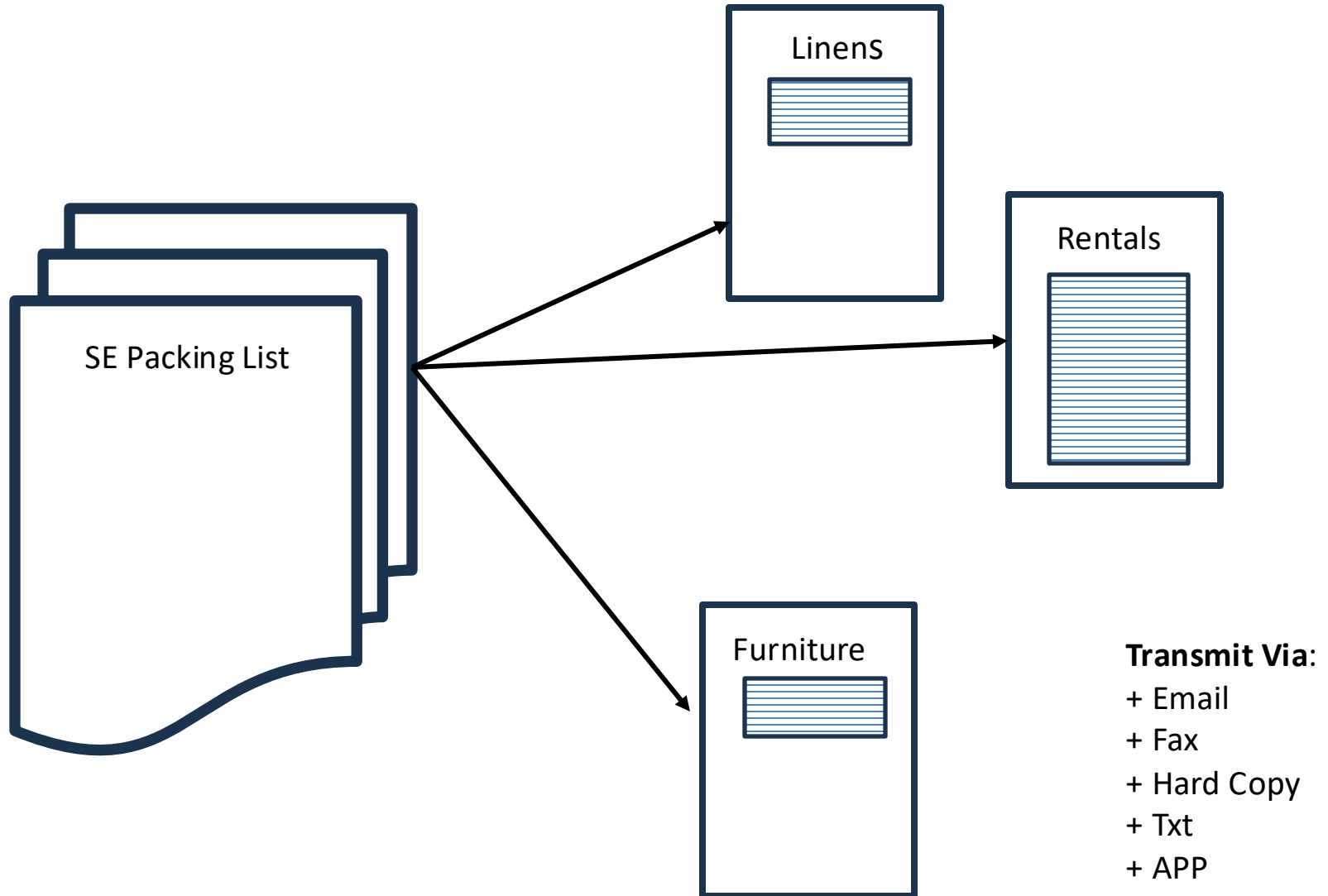
**Management Software:  
Update contents and pricing**

**Checklist building by exception!**

**Excel Library**

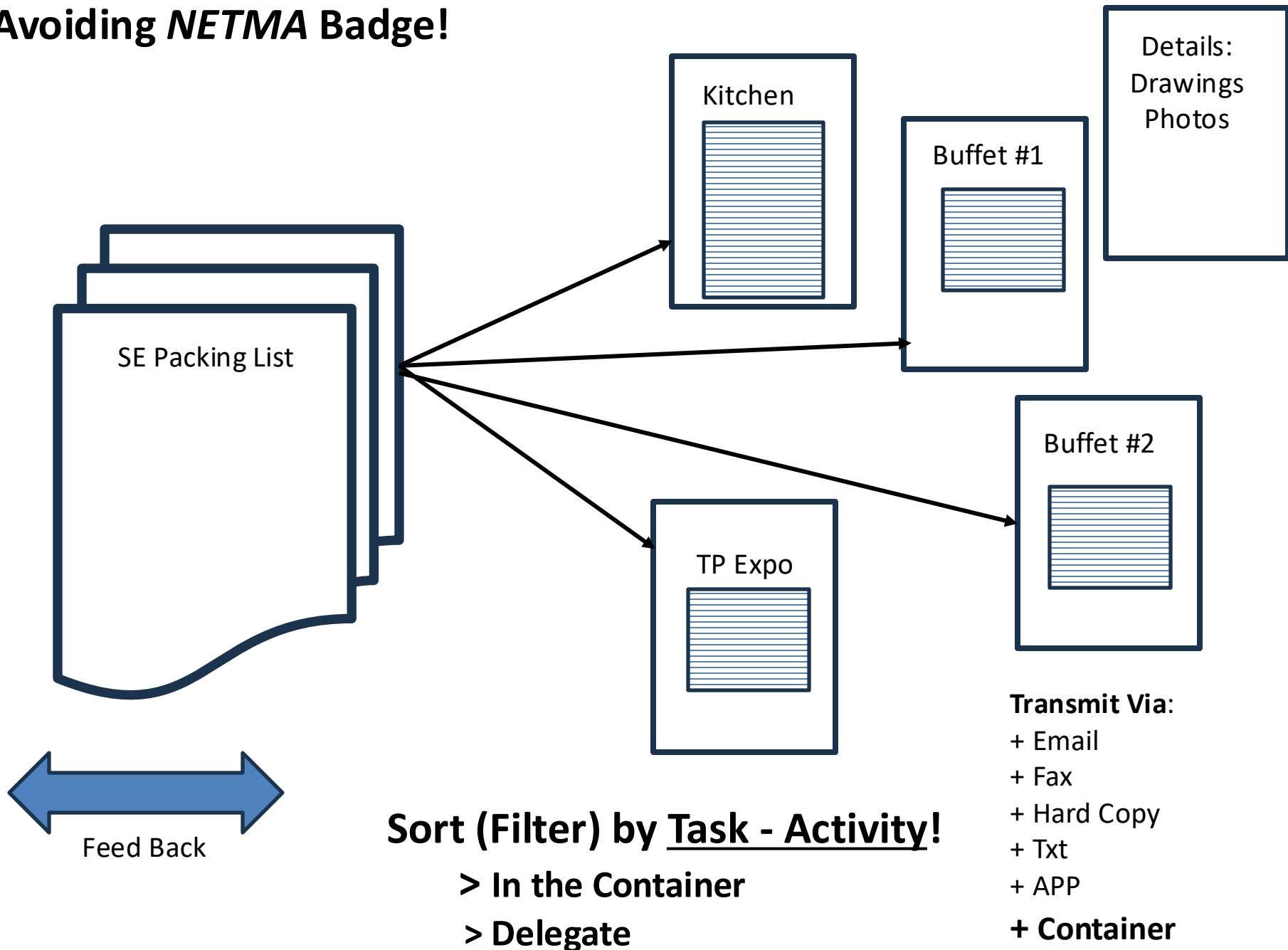
**Checklist building by exception!**

# Avoiding *NETMA* Badge!



**Sort (Filter) by Source (Supplier)!**

# Avoiding *NETMA* Badge!





# Order By:

> Task

> Activity

> Drop location



Los Angeles	West Los Angeles	10531 W Pico Blvd, Los Angeles, CA 90064	310.202.0011
1640 W 190th St	Orange County	680 Baker St, Ste B-101, Costa Mesa, CA 92626	714.540.6111
Los Angeles, CA 90501	Santa Barbara	1120 Mark Ave, Carpinteria, CA 93013	805.566.3566
310.202.0011	San Diego	7089 Consolidated Wy, Ste 300, San Diego, CA 92121	858.496.9700
bright.com	Palm Springs	72009 Metroplex Dr, Thousand Palms, CA 92276	760.343.5110

QUOTE 1560934	RESERVATION 254573-33	DELIVERY
<b>RENTED TO:</b>	<b>DELIVERY LOCATION:</b>	<b>DATES/TIMES:</b>
	BARKER HANGER 3021 AIRPORT AVE SANTA MONICA CA 90405	<b>DEL Window:</b> 8:00 AM - 10:00 PM <b>Delivery/Out:</b> 10/07/22 Fri <b>Event Time:</b> <b>Event:</b> 10/08/22 Sat <b>PU Window:</b> 8:00 AM - 12:00 PM <b>Pick-up/in:</b> 10/09/22 Sun

<b>Ordered by:</b>	<b>PO/Job #</b>	<b>Consultant:</b>	<b>MOD by:</b>
	BARKER HANGER 10/8	GILLIAN	RBD
<b>Phone:</b>		<b>Salesperson:</b> JULIO	

Sign up for an account to manage your orders at [www.bright.com](http://www.bright.com) - Download our new app to track your deliveries in real time.

Qty	Item Description	Unit Rate	Total
<b>DROP LOCATION: DINNER TABLETOP</b>			
<b>~ DINNERWARE ~</b>			
Bright provides Dinnerware in quantities of 5's			
1,310	PLATE DINNER 10 3/4" WHITE RIM (entrée)	1.00	1310.00
2,620	PLATE DINNER 10 3/4" UNION SQUARE 1310 For Salad, 1310 For Dessert	1.20	3144.00
5	BOWL SOUP 9" WHITE RIM	1.10	5.50
<b>~ SERVING ~</b>			
128	SALT & PEPPER PETITE CHROME TOP GLASS	4.05	518.40
8	TUB CHILLING 13" X 9"(H) ROUND STAINLESS	23.50	188.00
<b>~ LINEN &amp; FABRIC ~</b>			
1	-BAG FOR SOILED LINEN/CHAIR PADS		0.00
100	NAPKIN 22" X 22" BLACK	1.45	145.00
1,320	NAPKIN 20" X 20" DUPIONE BLACK	3.55	4686.00
<b>~ FLATWARE ~</b>			
Bright provides Flatware in quantities of 5's			
1,310	FORK DINNER SQUARE STAINLESS	1.15	1506.50
2,620	FORK SALAD SQUARE STAINLESS For Salad And Dessert	1.15	3013.00
1,310	KNIFE DINNER SQUARE STAINLESS	1.15	1506.50
124	KNIFE STEAK LAGUIOLE STYLE	2.40	297.60
<b>DROP LOCATION: COFFEE SERVICE</b>			
<a href="http://www.bright.com">www.bright.com</a>		THANK YOU FOR YOUR BUSINESS	
		<a href="mailto:sales-la@bright.com">sales-la@bright.com</a>	

#### SIGNATURE BOX - PLEASE READ BEFORE SIGNING

- Your signature signifies your agreement to BRIGHT's terms and conditions (attached).
- This is your order as we have entered it. Please notify us immediately of any discrepancies.
- Please return linens & napkins in the supplied linen bags. Return hangers in the hanger bags.
- Please rinse off dirty dishes, glasses & tableware and return them to the appropriate containers.
- Please make all adjustments to your order no later than 3 days prior to your delivery date.
- For after hour EMERGENCIES, call our 24-Hour Emergency line at (310) 202-0011, then press 1.

# Rental Order Directions

## > Order By Physical Drop Location

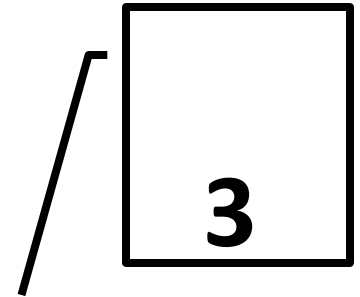
**Scullery, Kitchen, Bar #1 Bar #2**

> **Specific Quantities** IE Each Glass type at each bar

Include a Map (layout) of the site ,

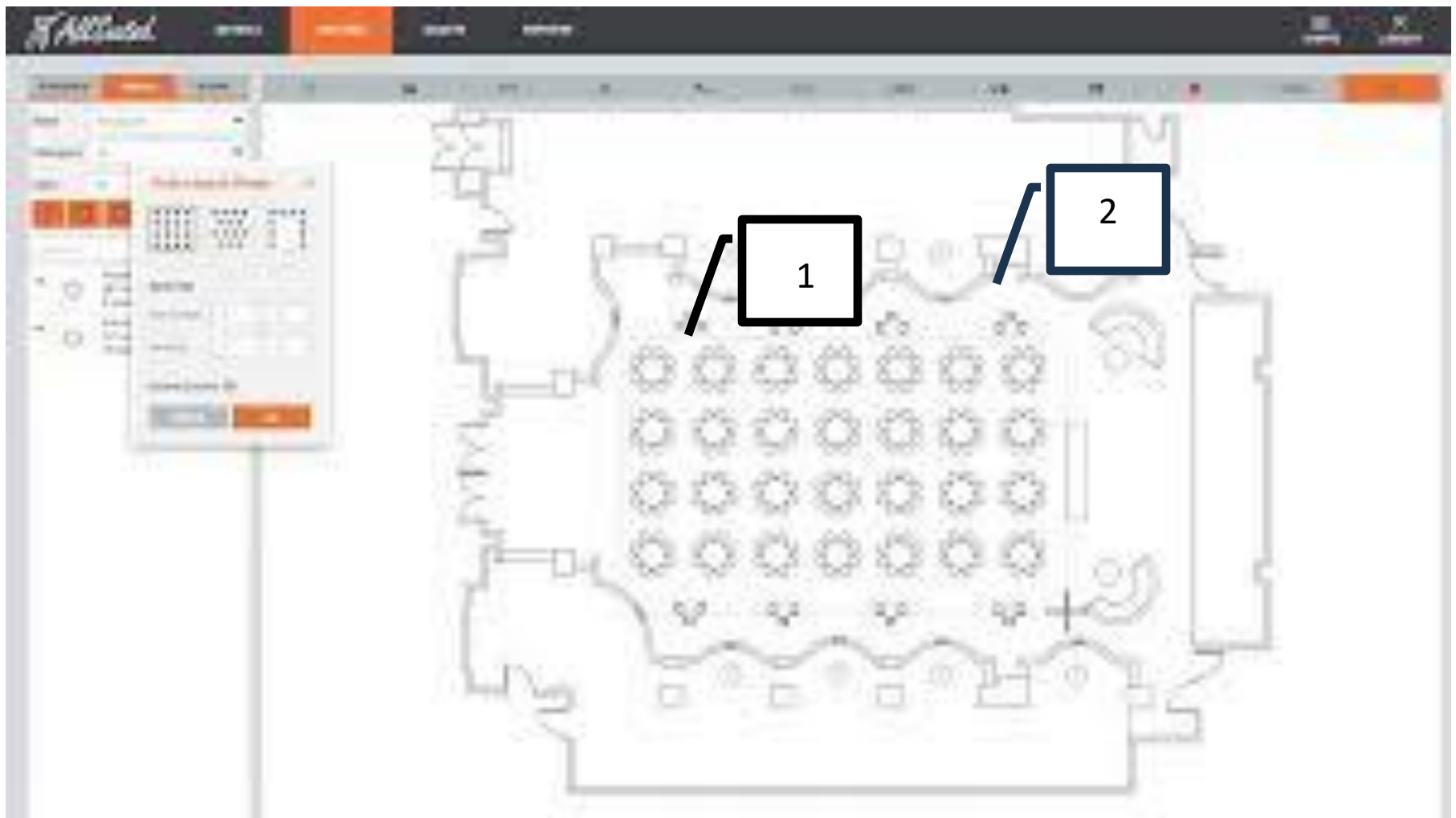
Match Drops (Names) on orders and layouts

Consider Call Out by Number when space is tight



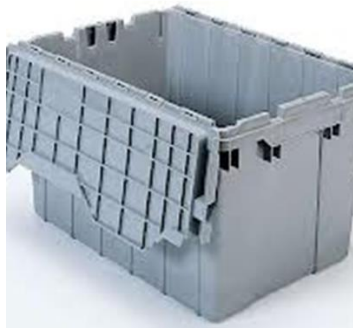
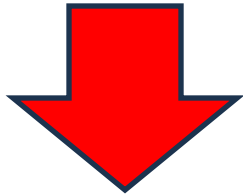
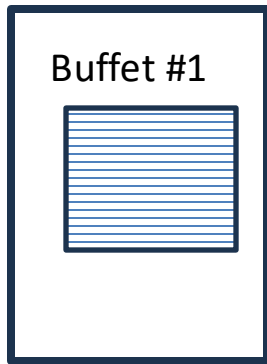
**Rental Company places all materials at specific location!**  
**Save labor**

**Pro Tip:** Include Rental Packing List (Without Pricing) in event Binder



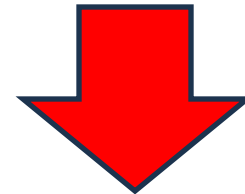
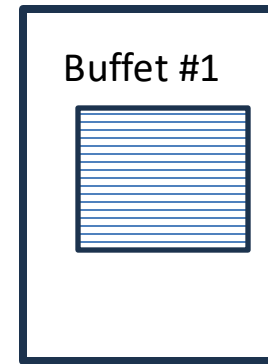
**Drop locations Names and Numbers Match Orders**

# Task Activity Packing List and Directions (Copy)



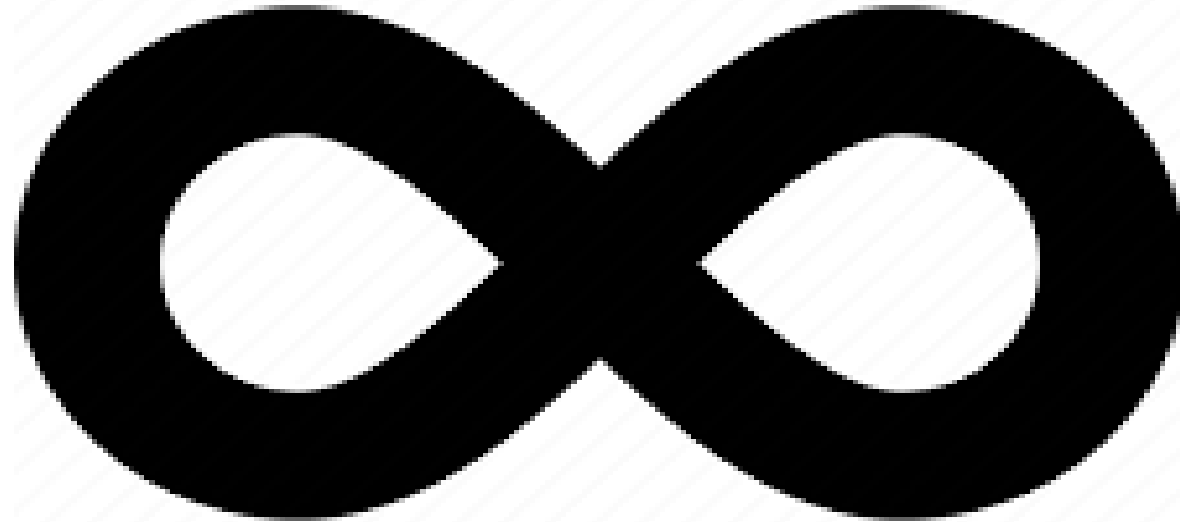
**Tote packed for task**

**Directions & Vision**



**Event Binder**

**Back Up  
Feed Back notes**



**Event Packing List Is a living-evolving  
or venue specific document!**

**Feed back from users!**



# Avoid Color Coding: World is Text, Graphical, Digital Based

## 1. Limited Color Differentiation

## 2. Accessibility Issues

- Color blindness affects 35% of the population.

## 3. Memory and Cognitive Load

## 4. Inconsistencies in Implementation

## 5. Dependency on Specific Tools

## 6. Scalability Issues

## 7. Environmental & Printing Constraints

## 8. Lack of Universal Understanding

## 9. Does Not Work Well for Text-Heavy Content



**PANTONE®**

# Use Painters (Removeable) Tape



## Pro Tip:

Green: Kitchen  
Orange: Operations  
Avoid: Dark Blue use Light Blue



Stainless-Kitchen



Tadpole




**Labeling Totes for Special Events**

*Coming soon...*

**Automate  
printing with  
software, printer  
and removable  
3" X 5" label**



#	Label	Example
1	Event Date	<b>012-20-25</b>
2	Job Number	<b>#12786</b>
3	Client Name	<b>Johnson</b>
4	Event Occasion	<b>Wedding</b>
5	Delivery Location	<b>Kitchen</b>
6	Usage	<b>Tray Passing</b>
7	Contents  (Free Style)	<b>Trays</b>
8	QR – Bar Code (Optional)	
9	Container Count	<b>1/3</b>

**Labeling Totes Automated**

*Coming soon...*

**Automate  
printing with  
software, printer  
and removable  
3" X 5" label**

**Contents**

**Contents**

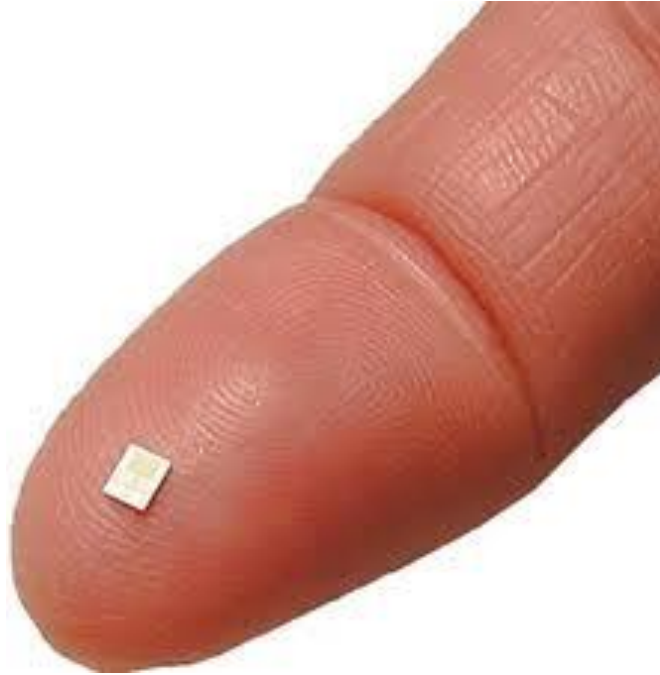
**Menu**

**Labeling Kitchen  
Packing Automated**





**New for tracking and inventory**



**RFID Chip For Tracking Assets and Inventory**  
**Printing RFID Chip (ink) is the newest trend**



**Previous Packing Space**



**Plenty of clutter...**



**Shared space, stuff gets missed...**





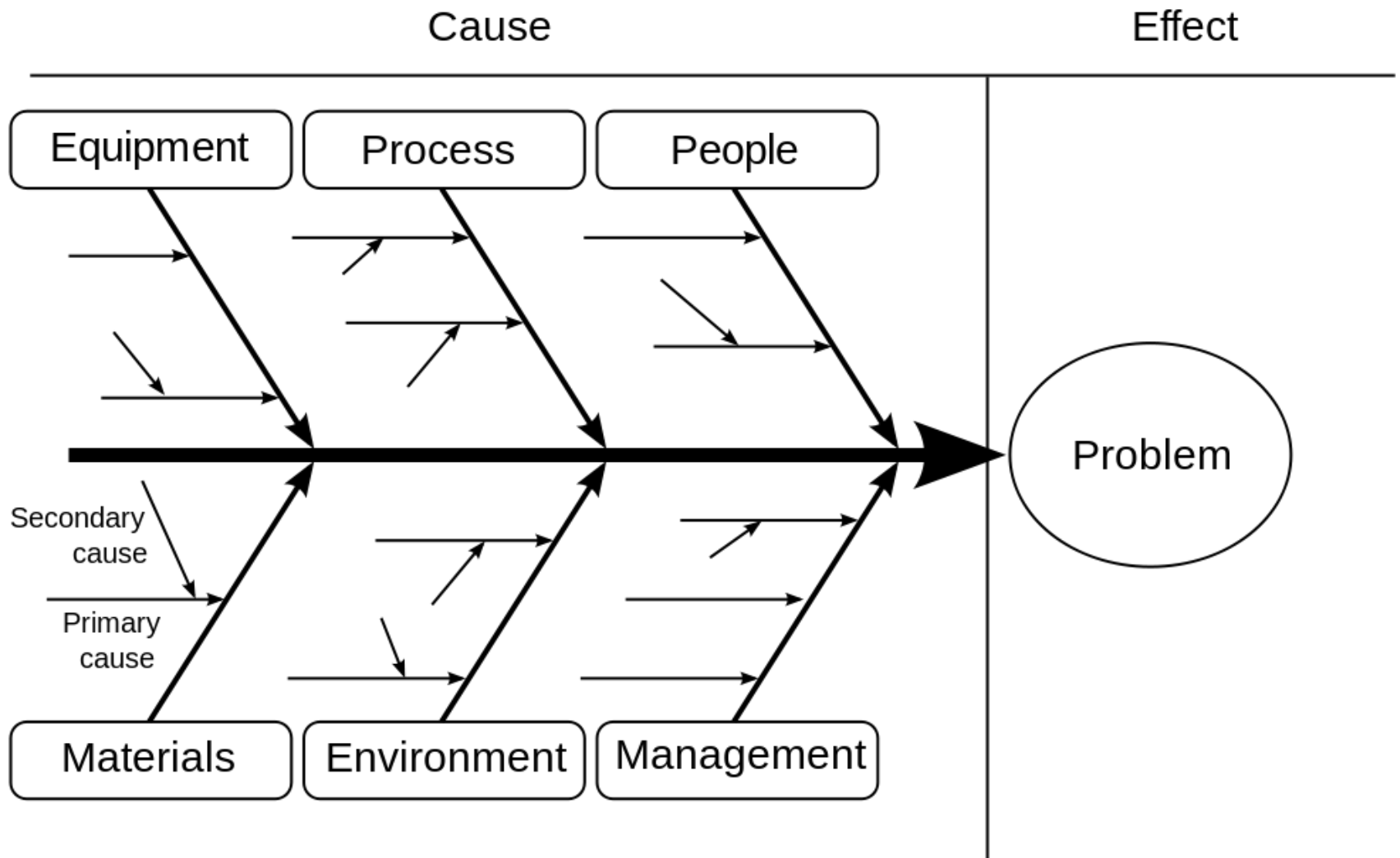
Stopwatch



Pedometer



**Packing Team Operates Like a NASCAR Pit Crew**



**Problem Solving Technique: Fish Bone Chart**

**Ask: The Process or The Person?**





**Yellow Only**

**Packing List, Clip Board and Yellow Highlighter**



Event Packing Puch V2





### **Packing Tools**

- + Pouch
- + High Lighter
- + Canary Box Cutter
- + Binder Clip
- + Gloves
- + Carabiner
- + Tape 1"
- +Tadpole Tape Cutter

## **Packing Holster-Pouch V3**



The Blue Light



Packing Vest

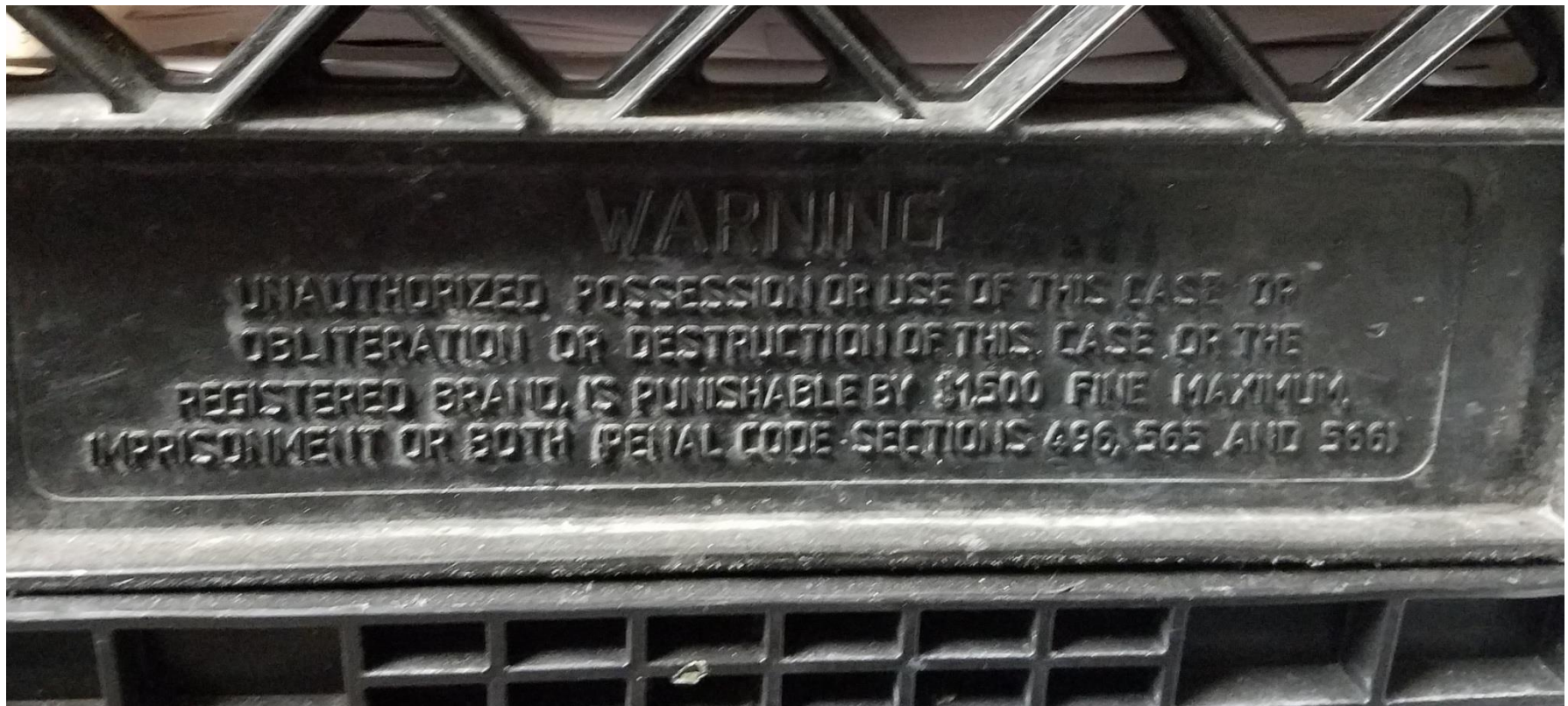
**Avoid Distractions and Interruptions**





**Modular Packing By Task and or Association**





**Avoid using milk crates unless you own them**



**Avoid**



# Reasons for Using Attached Lid Totes!

- > Modular or compartmentalize
- > Encourages delegation
- > Protects during transport, weather, crushing
- > Manages weight
- > Organize by associated task or activity
- > Stackable, saving space
- > Nestable, saves space
- > Hand carry, hand truck, dolly, cart, palletize
- > Contain spills; wash, clean and sanitize



# Attached Lid Totes

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[Enlarge & Video](#)

## ROUND TRIP TOTES

Damage protection ensured. Stackable on pallets.

- Cube out trucks.
- Tough plastic construction.
- Easily label for identification.
- Hinged, fold-over lid for easy stacking and nesting.

### ROUND TRIP TOTES

Green, Gray, Red, Blue, Black or Yellow

MODEL NO.	OUTSIDE TOP DIM. L x W x H	INSIDE TOP DIM. L x W x H	CUBIC FT.	WT. (LBS.)	PRICE PER TOTE (MIN. 3)			ADD TO CART
					3	12	24+	
<a href="#">S-19665</a>	11.8 x 9.8 x 7.7"	10.1 x 7.8 x 6.5"	0.3	2	\$17	\$16	\$15	<a href="#">Specify Color</a>
<a href="#">S-12676</a>	15.2 x 10.9 x 9.7"	13.8 x 8.9 x 8.8"	0.6	3	18	17	16	<a href="#">Specify Color</a>
<a href="#">S-13499</a>	19.7 x 11.8 x 7.3"	17.7 x 10.1 x 6"	0.7	3	18	17	16	<a href="#">Specify Color</a>
<a href="#">S-20588</a>	21.8 x 15.2 x 9.3"	19.9 x 14.2 x 8.4"	1.4	5	19	18	17	<a href="#">Specify Color</a>
<a href="#">S-25644</a>	21.8 x 15.4 x 12.3"	19.8 x 13.8 x 11.3"	1.7	6	\$19 each any quantity			<a href="#">Specify Color</a>
<a href="#">S-14363</a>	21.8 x 15.2 x 17.1"	19.8 x 13.8 x 15.8"	2.2	7	23	22	21	<a href="#">Specify Color</a>
<a href="#">S-9745</a>	26.9 x 16.9 x 12.5"	25.2 x 15.5 x 11"	2.3	8	28	27	26	<a href="#">Specify Color</a>
<a href="#">S-9746</a>	23.9 x 19.6 x 12.6"	22.5 x 18 x 11.5"	2.7	9	31	30	29	<a href="#">Specify Color</a>
<a href="#">S-20589</a>	27.9 x 20.6 x 15.25"	26 x 19 x 14"	4.0	13	51	49	47	<a href="#">Specify Color</a>
■ <a href="#">S-12677</a>	30 x 22 x 20.5"	28.7 x 20.8 x 18.8"	6.1	17	106	103	100	<a href="#">Specify Color</a>

■ SHIPS VIA MOTOR FREIGHT

# Best for Bar (Beverage) 80%

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## Round Trip Totes - 19.8 x 13.8 x 15.8"

Select a color: Gray

☒ ☐ ☐ ☐ ☐ ☐

Select



[More Images & Video](#)

Note Footprint fpr stacking





## **Packing Totes Other Mfg.'s**

Akro-Mils (39170), Buckhorn, Orbis, Uline



**Started with 10 Totes... 500+ Now**

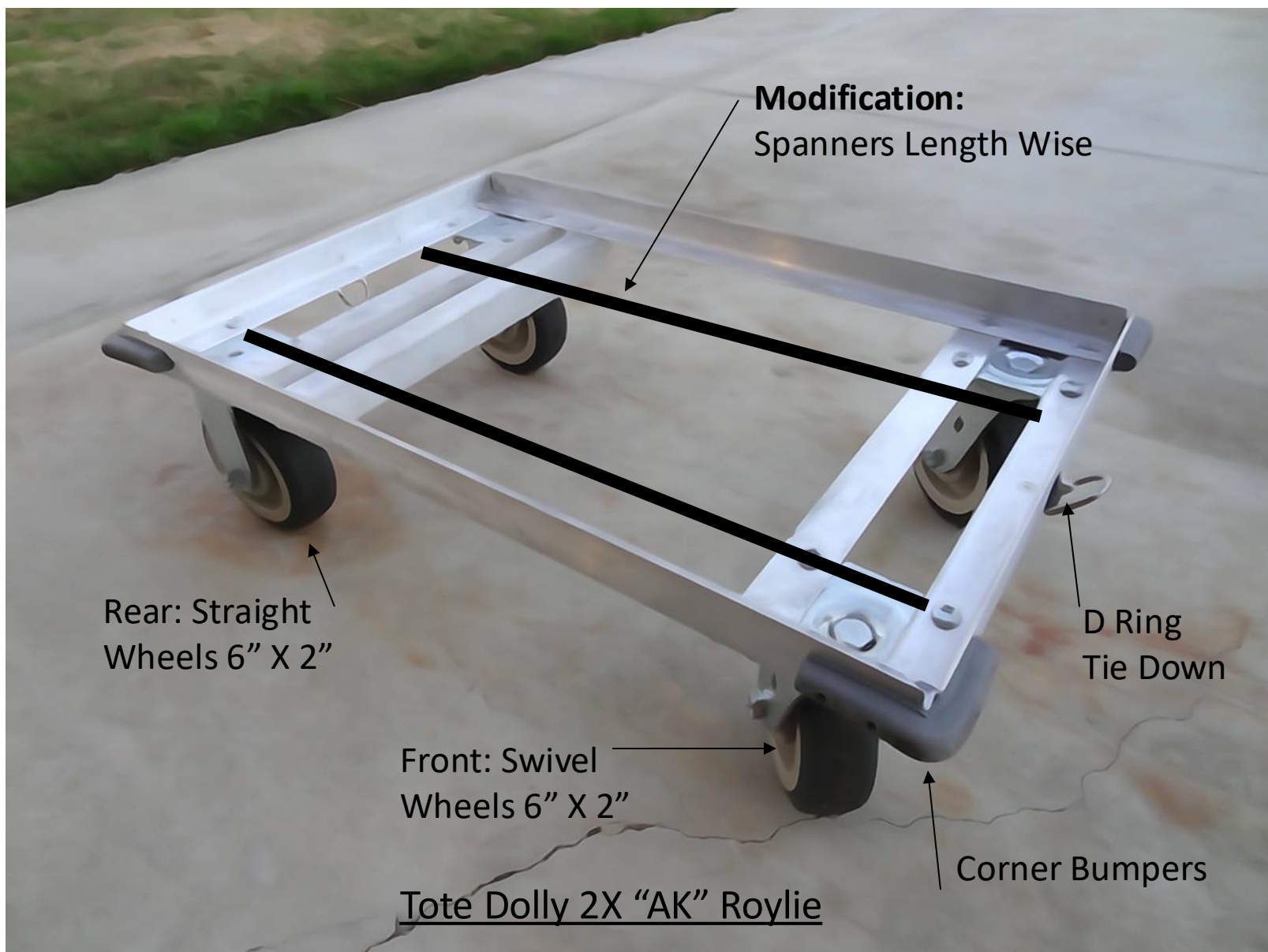


**Materials In Tote... Totes On Roylie.**





**8 Totes / 1 person**



**Tote Dolly "AKA" Roylie**



**Harbor Freight (Franklin) Dolly = NO**

**Snap-Loc = Yes!**

**Furniture Dolly = NO**



**Snap-Loc All Terrain Dolly**

**6" X 2" Wheels**  
**> 2-Straight**  
**> 2-Swivel – With Brakes**



**Clam Buckle Strap >20' Long**





**Totes Going Mobile**





**Tall bottles fit inside**



**Easy to see and transport**



**Stack'em**

**Super Crate for Beverage Transport & Service**

[milkcratesdirect.com](http://milkcratesdirect.com)

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Bins and Totes > Totes / Plastic Storage Boxes > Round Trip Totes

### Round Trip Totes - 22.5 x 18 x 11.5"



Select a color: Gray



Select

[More Images & Video](#)



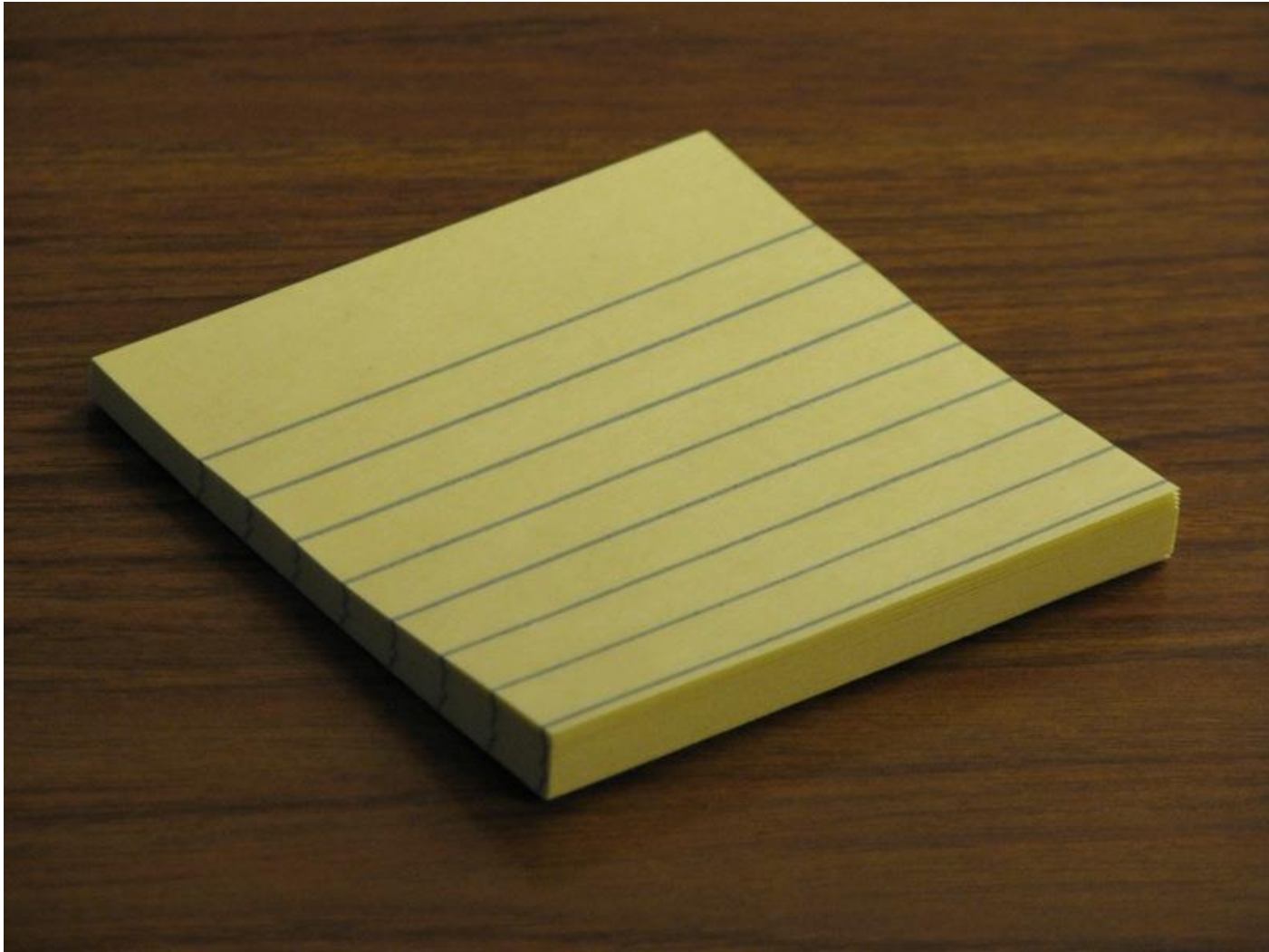
**Better**



**Improved**

**Packing Chafer**





**Label utensils, bowls platters with Post It notes**



**Photo attached to the tote**



**Packing Ahead of Schedule**





**Packing For Loading; 22-3-Gal inserts Matzo Ball Sour**



**Breakfast for 3,000 in a 22' Box Truck**





**Place Opened Totes 3'- 4' From Use...**



**“Begin with the end in mind.” Packed Totes.**





**Improved Packing Station Overview**



Warehouse: Top

Admin



Warehouse: Bottom

Grocery Store





**Kan ban = Sign-Board  
Inventory System**



**Packing Table...**

# **Thu** /PAG BMW [ Crevier BMW ]

BEO  
 OPERATIONS  
 Last Revised:  
 2/24/2020

Client/Organization PAG BMW	Event Date 2/27/2020 (Thu)	Site Contact Amanda Escalera	Site Cell	Event # E31594
Party Name Crevier BMW		Theme Delivery	Site Tel (657) 231-5009	Guests 13 (Act)
Party Name Crevier BMW	Sales Rep Maggie McDowell	Theme Delivery		

## Site Locations

Site Name	Site Address
PAG BMW Santa Ana 1330 auto mall drive	bmw new car conference room , Santa Ana, CA 92705

## Directions

55 to Edinger Ave...through light BMW on left

Date	Ready By	Departure	Arrival	Timeline Start	Serving	End	Description
2/27/2020-Thu	9:45 am	10:15 am	11:00 am	11:30 pm	11:30 pm	11:30 pm	Lunch Buffet

## Food/Service Items

Qty

## Food/Service Items

Crevier BMW New Car Conference Room  
 Canyon Arrival: 1100am  
 Serve Time: 1130am

Deli Sandwich Buffet	12
Choice of Bread (Select 3)	4
Whole Wheat	4
Sourdough	4
2 Mini Rolls	4
Roasted Turkey Breast	4
Roast Beef	4
Chicken Salad	12
Housemade Kettle Chips - Select	12
Mixed Green Salad - GF	
INDIVIDUAL SALADS - Select	1
Harvest Salad	

Page 1 of 3

2/27/2020 - 6:00:36 AM

Thu 2/27/2020 Delivery E31594 9:45 am

# **Thu** /VERITONE [ Deli Lunch - EXECUTIVES ]

BEO  
 OPERATIONS  
 Last Revised:  
 2/21/2020

vip executive meeting

Client/Organization VERITONE	Event Date 2/27/2020 (Thu)	Site Contact Nicole Cormier	Site Cell	Event # E31465
Party Name Deli Lunch - EXECUTIVES		Theme Executive Set Up	Site Tel (949) 338-6940	Guests 18 (Act)
Party Name Deli Lunch - EXECUTIVES	Sales Rep Maggie McDowell	Theme Executive Set Up		

## Site Locations

Site Name Site Address

Lunch Buffet - Thursday, February 27, 2020 - 11:00 am

Veritone INC 575 Anton Blvd Suite 100 , Costa Mesa, CA 92626

## Directions

CLEAN UP BREAKFAST FIRST THEN SET UP LUNCH

7:30am - 4:30pm:

We can call your team through to our 1st floor reserved parking in the parking structure. See attached. This allows for quick and easy setup and teardown. We can walk you through the front or rear lobby very easily.

Before 7:30AM or After 4:30PM :

Your team can let themselves through our loading dock gate to be let through by our team. Please give them both my and Nicole's cell phone numbers.

PICK UP - Thursday, February 27, 2020 - 2:30 pm

VERITONE 575 ANTON BLVD SUITE 100, COSTA ESA, CA 92626

Date	Ready By	Departure	Arrival	Timeline Start	Serving	End	Description
2/27/2020-Thu	9:00 am	9:30 am	10:15 am	11:00 am	11:00 am	2:00 pm	Lunch Buffet
2/27/2020-Thu	2:00 pm	2:00 pm	2:30 pm	2:30 pm	2:30 pm	2:30 pm	PICK UP

## Food/Service Items

## Food/Service Items

Qty

Lunch Buffet - Thursday, February 27, 2020 - 11:00 am

Sandwich & Salad - EXECUTIVES

Canyon Arrival: 1015AM CLEAN UP BREAKFAST

Serve Time: 1100am

Return Pick Up: 200pm

2/27/2020 - 5:59:15 AM

Page 1 of 3

Thu 2/27/2020 Executive Set Up E31465 9:00 am

BEO (SEO)







# Drop Off Driver Summary Sheet

Date: \_\_\_\_\_  
Driver: \_\_\_\_\_

## Canyon Catering Delivery Driver On Site Check List

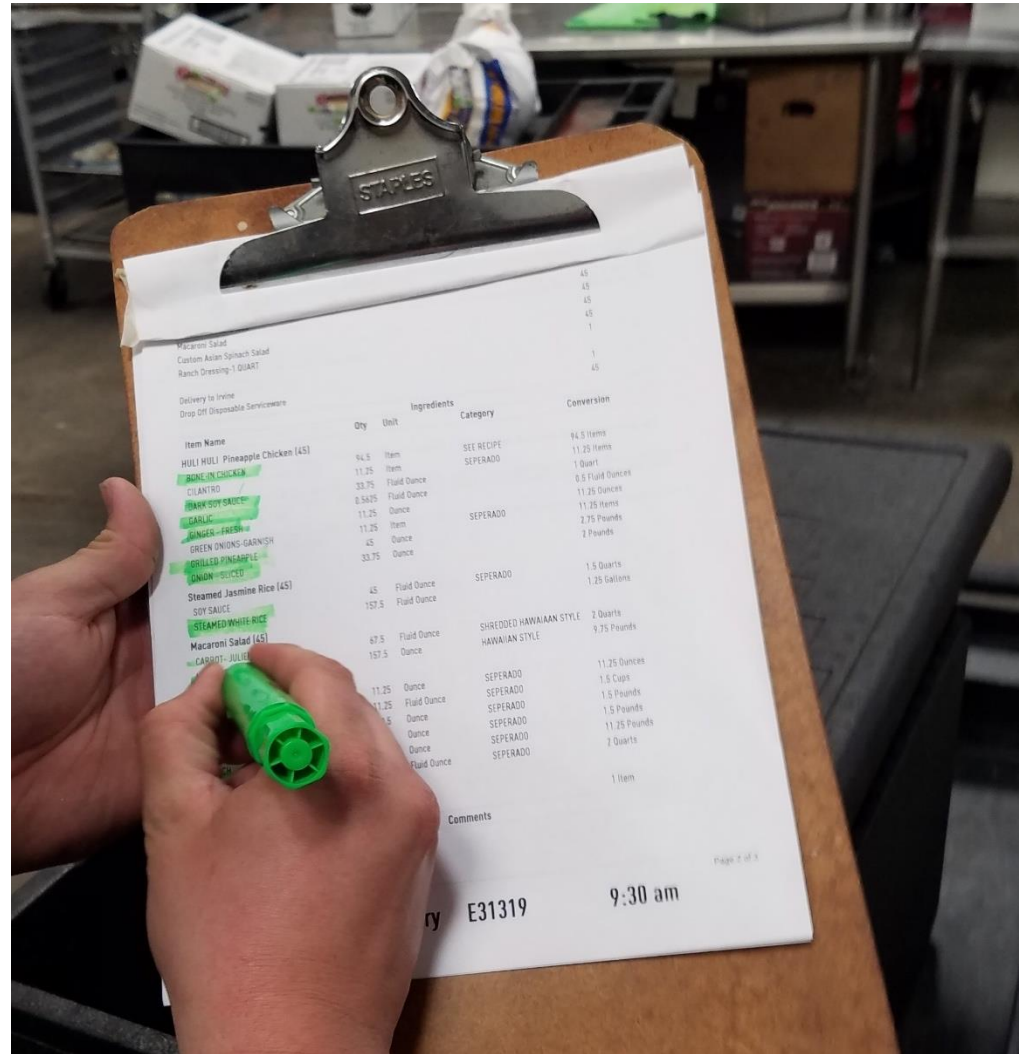
- ☐ Driver checks in with client - designate.  
☐ Provide "New" customer packet  
☐ Set out the food and items  
☐ Plates  
☐ Salads  
☐ Vegetables  
☐ Starch  
☐ Proteins  
☐ Desserts  
☐ Condiments  
☐ Flatware  
☐ Beverages  
☐ Check all Totes & Food Transport Boxes for delivery items  
☐ Check BEO: Against what is out  
☐ Call Drop off Manager for any issues to resolve  
☐ Collect all debris and remove  
☐ Shoot photo of completed set up. Txt to manager.  
☐ Review set up with client.
- Approved ☒ \_\_\_\_\_  
 Gratuity (optional) add to invoice \$ \_\_\_\_\_
- ☐ Park, unload and clean vehicle  
☐ Driver comments regarding this delivery for improvement.
- \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
- Give paperwork to Corp. Delivery Manager

## Time Tracking

Depart Kitchen	_____
Arrive Site	_____
Arrive Space	_____
Set Up Complete	_____
Depart Site	_____
Arrive Kitchen - Next Delivery	_____



Kitchen Expo



Kitchen Green Hihlighter





**Before: Chaos and Hunting**



**Adjustable Dividers**

**After: Organized**

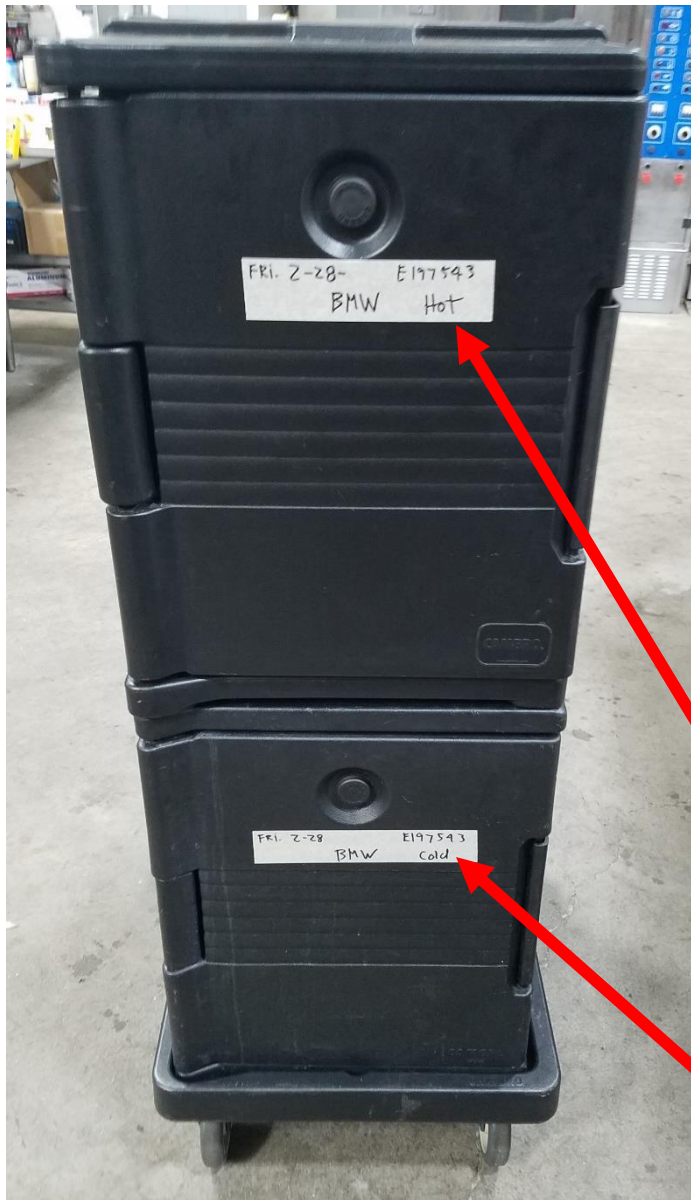
**Clear Clips with Dry Erase Tape**

**Dry Erase Markers**



That's Not Right...





**Label Transport Containers**

**Hot**

**Cold**

**Label All Containers**



**Label For Contents And Quantity**





**Label: Contents & Quantity**



**Label Multiples: “1/3, 2/3, 3/3”**

## **Labeling & Packing**



**Package to protect delicates**





## **Annapolis Graduation Story Advice**

Conclusion

Questions

Request Updates

[tablewizard1@gmail.com](mailto:tablewizard1@gmail.com)

562-595-2801